



Board Report
March 23, 2023

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Jill Russell)
2. **Awards and Commendation** (Presenter – Aaron Vogel)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
4. **Consent Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on February 23, 2023
 2. A-2: Consideration and approval for the purchase of Talkdesk Credits (Minutes) for Phone Services (Presenter – Mike Roth)
 3. A-3: Consideration and approval of IFB 23-01-468 Red Line traffic control medication construction contract (Presenter – Matt Duffy)
 4. A-4: Consideration and approval Red Line traffic control medication construction engineering task order (Presenter – Matt Duffy)
 5. A-5: Consideration and approval of the procurement of Ticket Vending Machines for the Super Stops and the Purple Line BRT Projects (Presenter – Rachel Wilson)
 6. A-6: Consideration and approval of Microsoft Dynamics Licensing (Presenter – Marcus Burnside)
 7. A-7: Consideration and approval of Avail Annual Maintenance (Presenter – Marcus Burnside)
5. **Regular Agenda** (Presenter – Greg Hahn)
 1. **None**
6. **Information Items** (Presenter – Greg Hahn)
 1. I-1: Receipt of the Finance Report for February 2023 (Presenter – Bart Brown)
 2. I-2: IMPO/INDOT/IPTC MOA
 3. I-3: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

Executive session may occur immediately prior or after scheduled meetings.

[Per IC 5-14- 1.5.6.(b) {21 (A) and (B) & IC 5-14-1.5.6.1 (b) (9)}

Our next Board Meeting will be Thursday, April 27, 2023; 5pm

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Awards & Commendation Recognition for February 2023

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: March 23, 2023

February 2023 Awards & Commendations

Employee	Position	Recognition
Anthony White	Coach Operator – Fixed Route	21 Years of Safe Driving
Leo Scott	Coach Operator – Fixed Route	February Operations Employee of the Month
Joyce Ledell	Coach Operator – Fixed Route	30 Years and 1,000,000 Miles of Safe Driving

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February 2023 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for February and received the National Safety Council recognition patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Anthony White	3334	21	26
Patricia Wilson	6792	13	24
Sean Cox	1190	12	22
Wesley Robertson	8488	8	10
Amon-Ra Sanders	8642	8	9
Kevin Mallory	8400	7	11
Shundreline Merritt	9106	5	5
Akiella Bounds	8947	4	6
Avante Harrison	9309	4	4
Francheska McGraw	9325	4	4
Robert Rowie	9738	3	3
Irvin Devers	9433	2	4
Ibrahima Fall	9606	2	4
Ardis Griffin	9194	2	5
Deryc Jennings	10047	1	1

Safety is at the core of IndyGo’s mission and values. We congratulate the above professional coach operators that have achieved this safety milestone. Your performance contributes to making public transportation in Indianapolis safer and a champion for safety.

Congratulations and Thank You!

Recognition to Joyce Ledell for 1,000,000 miles of Safe Driving



I.P.T.C. recognizes professional coach operators for their years of safe driving. Safe driving practices have been adopted from the National Safety Council (NSC) program. Today, we are extremely proud to honor professional coach operator, Joyce Ledell for her prestigious award for 1,000,000 miles of accident-free safe driving. She exemplifies pride in safety and service to our community.

The NCS 1,000,000-mile award is achieved from preventable accident-free miles driven or 30 years of safe driving. In perspective, one million miles is:

- About equal to driving around the world at its widest point - the equator - about 40 times.
- Driving for two years, 24 hours a day, seven days a week at 60 miles per hour.
- A driver who has spent nearly 62,400 hours behind the wheel.
- Driving the distance to the Moon and back twice.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Joyce Ledell	3395	30	39



Congratulations and thank you, for your commitment to safety!



Finance Committee Chairperson Report – March 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Finance Committee Chairperson Richard Wilson
Date: March 23, 2023

ISSUE:

A report of IndyGo March 2023 Finance Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson’s Report
March 16, 2023

The Finance Committee met on March 16, 2023, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Member Mary Ann Fagan.

We reviewed and recommended Board approval for the following items on tonight’s agenda: Consent Agenda Items A-1, A-2, A-3, A-4, A-5, A-6, & A-7.

An item from the committee meeting I would like to highlight is Action Item A-6, approval of Microsoft Dynamics 365 (D365) licensing. Chief Information Officer Marcus Burnside presented this action item to the Finance Committee.

In May 2022, IPTC migrated its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premise) to Microsoft Dynamics 365 (cloud-based). An ERP environment manages day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations. Crowe Horwath LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The new cloud-based platform allows IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduce cybersecurity threats to the ERP platform.

The Microsoft Dynamics 365 (D365) environment is licensed for production use through March 31, 2023. This procurement will allow IPTC to license its production environment from April 1, 2023, to March 31, 2024. As with Microsoft Office 365 products, D365 licenses are purchased annually and will not exceed an amount of \$150,018.

Mr. Chairman, that concludes my report.

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Service Committee Chairperson Report – March 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Service Committee Chairperson Adairius Gardner
Date: March 23, 2023

ISSUE:

A report of IndyGo March 2023 Service Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson’s Report
March 16, 2023

The Service Committee met on March 16, 2023, at 11:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Lise Pace.

We reviewed and recommended Board approval for the following items on tonight’s agenda: Consent Agenda Items A-1, A-2, A-3, & A-5.

An item from the committee meeting I would like to highlight is Action Item A-2, approval of the purchase of Talkdesk Credits (Minutes) for Phone Services. Senior Director of Mobility Solutions Michael Roth presented this action item to the Service Committee.

In January 2019, IPTC entered into a contract with Talkdesk Inc. for fixed route call center phone services. These services included licenses, digital channels, and an annual credit commitment. The original contract was a three-year contract with a not-to-exceed amount of \$82,000. In August 2021, IPTC merged the fixed route and paratransit call centers to create the Mobility Solutions Care Center. This merger resulted in increased call volume.

The current agreement with Talkdesk is for three years (July 2019 thru June 2023). Adding funds to this PO is necessary due to the substantially increased call volume and call duration. The Care Center has facilitated as many as 10,000 more calls/per month, and the call duration has doubled.

Mr. Chairman, that concludes my report.

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February Board of Directors Minutes

IndyGo

Feb 23, 2023 at 5:00 PM EST

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Present:

Members: Sarah Stentz (remote), Bart Brown, Marcus Burnside (remote), Charlie Carlino, Inez Evans, Adairius Gardner, Richard Wilson, Jr., Lise Pace, Jill Russell, Taylor Schaffer, LaTeeka Washington (remote), Ryan Wilhite (remote)

Staff: Cesar Bermudez (remote), Justin Burcope (remote), Justin Fulford (remote), Greg Garrett (remote), Lesley Gordon (remote), Latosha Higgins (remote), Denise Jenkins-Agurs (remote), Cheryl Purefoy (remote), Jennifer Pyrz (remote), Cam Radford (remote), Mike Roth (remote), Brooke Thomas (remote), Aaron Vogel

Absent:

Members: Hydre Abdullah, Mary Ann Fagan, Greg Hahn

1. Call to Order and Roll Call (Presenters: Adairius Gardner, Jill Russell)

 [board cover 2023 Feb23.docx](#)

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 [A AGENDA for February 23, 2023 Board Meeting.docx](#)

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Vice Chairman Adairius Gardner called the meeting to order at 5:00pm. Chief Legal Officer Jill Russell called the roll. 4 members present in person. There was a quorum.

2. Awards and Commendation (Presenters: Inez Evans)

 [A1 Awards & Commendation February.docx](#)

 [A1 Board report Safe Drivers Jan 2023 .docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for January 2023. Recognized were safe drivers for January 2023, one employee for 33 years of safe driving, the January Operations Employee of the month, one employee promotion, one employee retiring after 22 years of service, and new Board Member appointment.

3. Committee Chairperson Reports (Presenters: Richard Wilson, Adairius Gardner)

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

 [A Finance Committee Chair Report February.docx](#)

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 [A Service Committee Chair Report February.docx](#)

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The reports were received and entered into the record.

4. Consent Agenda (Presenters: Adairius Gardner)

1. A-1: Consideration and approval of minutes from Board meeting held on January 26, 2023

 [A-1 January Board of Directors & Annual Board of Finance Meeting Minutes.docx](#)

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2. A-3: Consideration and approval of East Campus Master Plan (Presenters: LaTeeka Washington)
 [A-3 East Campus Master Plan & Design.docx](#)
3. A-5: Consideration and approval of Section 5310 CFP vehicle approval – updated (Presenters: Ryan Wilhite)
 [A-5 5310 BoardActionItem Amended2021CFP V1.docx](#)
4. A-6: Consideration and approval of Microsoft licensing renewal (Presenters: Marcus Burnside)
 [A-6 Consideration and Approval of Microsoft Licensing Renewal.docx](#)
5. A-7: Consideration and approval of license renewal for construction program and project management software e-Builder (APS, BRT, Contraflow) (Presenters: Sarah Stentz)
 [A-7 e-Builder Construction Management Software.docx](#)

Motion:

Approval of Consent Agenda

Motion moved by Richard Wilson, Jr. and motion seconded by Lise Pace. Adairius Gardner - AYE; Rick Wilson - AYE; Lise Pace - AYE; Taylor Schaffer - AYE; Motion passed 4-0; Greg Hahn, Hydre Abdullah, Mary Ann Fagan – absent

5. Regular Agenda (Presenters: Adairius Gardner)

1. A-2: Consideration and approval of 2023 Board of Directors Officer elections (Presenters: Jill Russell)
 [A-2 Consideration of Board Officer Elections.docx](#)

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve from the February 2023 Board meeting through the January 2024 Board meeting. The nomination and selection of the Board Officers was completed via survey through our Board governance software, OnBoard. After receiving the results from the survey, the following officers were selected: Chair – Greg Hahn, Vice Chair – Adairius Gardner, Secretary – Lise Pace, Treasurer – Rick Wilson.

Motion:

Approval of 2023 Board of Directors Officer elections

Motion moved by Richard Wilson, Jr. and motion seconded by Lise Pace. Adairius Gardner - AYE; Rick Wilson - AYE; Lise Pace - AYE; Taylor Schaffer - AYE; Motion passed 4-0; Greg Hahn, Hydre Abdullah, Mary Ann Fagan – absent

2. A-4: Consideration and approval of Resolution 2023-02 Title VI program update (Presenters: Ryan Wilhite)
 [A-4 2023 TVI PU BoardAction v1.docx](#)
 [A-4 2023 TitleVI ProgramUpdate v3 1\(compressed\).pdf](#)
 [A-4 Resolution 2023 TitleVIProgramUpdate v1.docx](#)
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An updated Title VI Program is due to the FTA. Under the FTA guidelines, IPTC is required to seek review and approval of its Title VI Program Update. Some Title VI required documents do require approval outside the Title VI Program Update. Those documents include, but are not limited to, the service and fare equity analyses and adoption of the Service Standards.

The Title VI Program Update outlines our agency’s processes and procedures for fulfilling the federal requirements for Title VI of the Civil Rights Act of 1964. We document our compliance for a variety of topics, including:

- Title VI notice
- Instructions on how to file a Title VI complaint
- List of Title VI investigations
- Public participation plan
- Language assistance plan
- Documentation of composition of voluntary boards
- Subrecipient compliance
- Facility (or Site) equity analyses
- Service standards
- Demographic maps
- On-board survey results
- Results of service monitoring
- Major Service Change policy
- Service or Fare equity analyses

Two items to highlight – service monitoring report and the site equity analyses. The service monitoring report is completed at the same time as the Title VI Program Update. The analysis is a comparison of the performance of the system over a period of time to ensure that no disparate impact (DI) or disproportionate burden (DB) is occurring as a result of the service delivered. This analysis differs from a service equity analysis because the monitoring report considers actual service provided whereas the service equity analysis is comparing existing scheduled service and proposed scheduled service. After analyzing our service over the length of a single pick (period of four months), we found no major issues; one metric was considered a disproportionate burden (vehicle assignment) but our overall average age of vehicles is low, so we consider this DB to not be a considerable concern.

Site equity analyses are conducted prior to the purchase of a facility/site that is not being purchased using federal funds; those sites are analyzed through a planned process known as NEPA – National Environmental Policy Act. We completed a number of site equity analyses since the end of 2019 and those are included, in full, in the report. In conducting these analyses, staff examines alternative sites, analyzes site-specific metrics, including demographics, and determines the impact to the community of IPTC’s project purpose. None of the site equity analyses found any concern with the chosen sites.

Motion:

Approval of Resolution 2023-02 Title VI program update

Motion moved by Richard Wilson, Jr. and motion seconded by Taylor Schaffer. Adairius Gardner - AYE; Rick Wilson - AYE; Lise Pace - AYE; Taylor Schaffer - AYE; Motion passed 4-0; Greg Hahn, Hydre Abdullah, Mary Ann Fagan – absent

6. Information Items (Presenters: Adairius Gardner)

1. I-1: Mobility Advisory Committee (MAC) update (Presenters: Eddie Rickenbach)
 [I-1 MAC.Meeting.Jan.2023.pdf](#)
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The Board received a Mobility Advisory Committee (MAC) update.

2. I-2: Receipt of the Finance Report for January 2023 (Presenters: Bart Brown)
 [I-2 January 2023 Financials Summary.pdf](#)
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The Board heard a financial update for January 2023 from Chief Financial Officer Bart Brown.

3. I-3: CEO Report (Presenters: Inez Evans)

 [I-3 CEO Report.docx](#)

The Board heard an update from President/CEO Inez Evans.

4. I-4: Task Orders executed under contracts during FY2022 (Presenters: Brooke Thomas)

 [I-4 Task Order Executions February 2023.docx](#)

The Board received a Task Orders executed under contracts during FY2022 update.

5. I-5: Department Reports

 [I-5a Board Report, Risk and Safety, Jan 2023.docx](#)

 [I-5b PLANNING AND CAPITAL PROJECTS REPORT for 2023-02.docx](#)

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 [I-5c Jan Board Report.pdf](#)

 [I-5d Jan OPERATIONS DIV BOARD REPORT -1.2023.docx](#)

 [I-5e Feb Board Report.docx](#)

 [I-5f Supplier Diversity - February 2023.docx](#)

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The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, Department of People and Teammate Experience, and Supplier Diversity.

7. **Adjourn (Presenters: Adairius Gardner)**

On order of Vice Chairman Adairius Gardner and there being no objection, the meeting was adjourned at 5:29pm.

Jill D. Russell
Chief Legal Officer



Date of Memo: March 08, 2023
Current Meeting: March 23, 2023
Board Meeting: March 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Senior Director of Mobility Solutions Michael Roth
SUBJECT: Consideration and approval for the purchase of Talkdesk Credits (Minutes) for Phone Services

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to amend the contract with Talkdesk Inc. for the call center credits for phone services. This amount will not exceed \$87,600 through June 2023. IPTC is further requesting the option to extend this contract through December 2023 for an additional \$87,600, if needed.

BACKGROUND:

In January 2019, IPTC entered into a contract with Talkdesk Inc. for fixed route call center phone services. These services included licenses, digital channels, and an annual credit commitment. The original contract was a three-year contract with a not-to-exceed amount of \$82,000. In August 2021, IPTC merged the fixed route and paratransit call centers to create the Mobility Solutions Care Center. This merger resulted in increased call volume.

DISCUSSION:

The current agreement with Talkdesk is for three years (July 2019 thru June 2023). Adding funds to this PO is necessary due to the substantially increased call volume and call duration. The Care Center has facilitated as many as 10,000 more calls/per month, and the call duration has doubled.

ALTERNATIVES:

The Board could choose not to add the additional funds as recommended; however, IPTC would need to find an alternative solution for the current phone service in the Care Center.

FISCAL IMPACT:

Funding for this procurement is IPTC local funds.

DBE/XBE DECLARATION:

There is no DBE goal associated with the product.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: March 10, 2023
 Current Meeting: March 23, 2023
 Board Meeting: March 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Project Manager Matt Duffy
SUBJECT: Consideration and approval of IFB 23-01-468 Red Line traffic control modification construction contract

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC’s President/CEO to enter into an agreement with Midwestern Electric, LLC to install audible pedestrian signal devices along the Red Line and install flashing warning signage along Capitol Avenue for \$521,147.

BACKGROUND:

This construction project includes two components. The first includes installation of ADA-compliant audible pedestrian signals at signalized intersections along the Red Line. Installation of these devices will enhance the pedestrian experience for pedestrians accessing the Red Line platforms, especially for those with disabilities. The second component is to install flashing warning signage along Capitol Avenue between Washington Street and 18th Street to increase driver awareness of two-way bus traffic. The warning signs will flash when a bus is approaching in the northbound direction. This project was first bid in 2022, however, no bids were submitted.

DISCUSSION:

Solicitation IFB 23-01-468 was released on January 9, 2023. One bid was received on February 20, 2022. The single bid from Midwestern Electric, LLC was found to be responsive and responsible. Construction is anticipated to begin in Q1 2023 and complete in Q2 2024.

ALTERNATIVES:

The Board could choose not to proceed with this work, however, doing so may further delay improvements to the user experience, especially for those with disabilities.

FISCAL IMPACT:

This project was budgeted in the 2022 Capital Budget however, the project was not awarded in 2022 due to no bids being received. IPTC staff is recommending that a portion of the 2023 Capital Budget funds allocated to the CTC BRT Docking Solution be utilized to fund this project.

DBE/XBE DECLARATION:

As this project is locally funded, XBE goals of 15% MBE, 8% WBE, 3% VBE, and 1% DOBE were established. Midwestern Electric, LLC. bid consisted of a 24.4% MBE commitment utilizing Master Enterprises to supply equipment that will be used on the project. Supplier Diversity reviewed and found that a good faith effort was conducted to meet other goals.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: March 10, 2023
 Current Meeting: March 23, 2023
 Board Meeting: March 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Project Manager Matt Duffy
SUBJECT: Consideration and approval of Red Line traffic control modification construction engineering task order

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC’s President/CEO to execute a task order with Butler, Fairman & Seufert, Inc. to assist IPTC with construction engineering and inspection services for Red Line traffic control modification for an amount not to exceed \$160,272.

BACKGROUND:

The Red Line traffic control modification project includes pedestrian signal improvements and flashing warning signage along the Red Line. RFQ 22-10-467 was released in October 2022 for construction engineering and inspection services resulting in contract negotiations with Butler, Fairman & Seufert, Inc. This would be the second task order under this RFQ for Butler, Fairman & Seufert, Inc.

DISCUSSION:

Construction engineering services as a part of this task order include full-time inspection services, coordination with contractors and sub-contractors, ensuring work is completed according to contract documents, documenting changes within change management, and maintaining daily field reports among other items. Services will also include quality control and material testing. It is anticipated that these services will be completed by Q3 2024.

ALTERNATIVES:

The Board could choose not to approve the task order with Butler, Fairman & Seufert, Inc. however, construction of the project may be delayed without construction engineering services.

FISCAL IMPACT:

This task order was budgeted in the 2022 Capital Budget however, the project was not awarded in 2022 due to no bids being received. IPTC staff is recommending that a portion of the 2023 Capital Budget funds allocated to the CTC BRT Docking Solution be utilized to fund this task order.

DBE/XBE DECLARATION:

This task order includes XBE participation from:

- Infrastructure Engineering (MBE) at 31%

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on March 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: March 09, 2023
Current Meeting: March 23, 2023
Board Meeting: March 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Capital Projects Project Manager Rachel Wilson
SUBJECT: Consideration and approval of the procurement of Ticket Vending Machines for the Super Stops and the Purple Line BRT Projects

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to proceed with the purchase of ticket vending machines (TVMs) and fare validators from Parkeon/Flowbird for an amount not to exceed \$552,750. A total of 25 TVMs and 19 fare validators are included in this procurement.

BACKGROUND:

IPTC entered into a five-year master services agreement with Flowbird in September 2018 (RFQ 18-02-286) for fare collection hardware, installation, testing, training, and technical support for the Red Line and subsequent projects where ticket vending is included at the transit stop. This purchase will be made in accordance with the terms and conditions of the current master services agreement.

DISCUSSION:

Flowbird will be responsible for delivering and installing TVMs and fare validators for two separate projects, Super Stops and the Purple Line Bus Rapid Transit projects. One TVM will be provided at each of the six new Super Stop platforms, and a TVM and fare validator will be provided at each of the 18 new Purple Line stations. One spare TVM and validator will be provided in the event a replacement is needed.

ALTERNATIVES:

No other vendor can provide ticket vending hardware that is consistent with IPTC’s existing assets.

FISCAL IMPACT:

This expenditure was anticipated and is covered in the Capital Budget with grant funding assistance from FTA for each project.

DBE/XBE DECLARATION:

The original master contract with Flowbird included a DBE goal of 10%. A DBE, ESP Enterprises, will be performing the installation of the hardware on the Purple Line, which is 11.2% of this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: March 07, 2023
Current Meeting: March 23, 2023
Board Meeting: March 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of Microsoft Dynamics 365 (D365) licensing

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a purchase agreement with Crowe Horwath LLP to provide D365 licensing in an amount not to exceed \$150,018.

BACKGROUND:

In May 2022, IPTC migrated its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premise) to Microsoft Dynamics 365 (cloud-based). An ERP environment manages day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations. Crowe Horwath LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The new cloud-based platform allows IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduce cybersecurity threats to the ERP platform.

DISCUSSION:

The Microsoft Dynamics 365 (D365) environment is licensed for production use through March 31, 2023. This procurement will allow IPTC to license its production environment from April 1, 2023, to March 31, 2024. As with Microsoft Office 365 products, D365 licenses are purchased annually.

ALTERNATIVES:

The Board could choose not to purchase the D365 licensing renewal. However, IPTC will no longer be able to use its ERP environment, severely impacting the agency’s operations.

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. Our D365 licensing for FY2022 was \$134,393, and \$150,018 in FY2023. IPTC will be exploring the cost variance between pricing with our Microsoft Enterprise Agreement (EA) and the selected D365 CSP, Crowe Horwath LLP, for 2024. If the EA pricing is discounted more than our CSP pricing, we will incorporate the D365 licensing with our EA vendor, Dell Marketing, LLC.

DBE/XBE DECLARATION:

There is no DBE goal associated with this contract award.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on March 16, 2023 and will be placed on the Consent Agenda.



Date of Memo: March 08, 2023
Current Meeting: March 23, 2023
Board Meeting: March 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of Avail Technologies, Inc. annual maintenance agreement

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a purchase agreement with Avail Technologies, Inc., for CAD/AVL (Computer-Aided Dispatch/Automatic Vehicle Location) maintenance in an amount not to exceed \$137,683.

BACKGROUND:

In February 2018, IPTC awarded Avail Technologies to replace the then-end-of-life CAD/AVL platform. Avail Technologies CAD/AVL system connects vehicles with their back office scheduling and dispatching software. It automatically collects vital data dispatchers use, such as bus GPS locations, schedule adherence status, breakdowns, and emergencies. It also integrates with your system to pass essential information to in-vehicle peripherals (head signs, annunciators, etc.) and passenger information systems (website and mobile applications.)

DISCUSSION:

The Avail Technologies CAD/AVL contract continues through February 28, 2026. This procurement will allow IPTC to purchase licensing, maintenance, and support for its production environment from March 1, 2023, to February 29, 2024. The annual maintenance will incrementally increase as IPTC leverages additional enhancements to the Avail platform, such as the Yard Management module.

ALTERNATIVES:

The Board could choose not to purchase the Avail annual maintenance. However, IPTC will no longer be able to receive hardware, licensing, and software support for its CAD/AVL platform, severely impacting the agency's operations.

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. The Avail maintenance for FY2021 through FY2023 was \$137,683 annually. The cost for Avail maintenance for FY2024 will increase due to the new Yard Management module and cloud migration implementations which will be completed in FY2023. The cost increase will be determined upon project completion and brought to the Board in February 2024 for approval.

DBE/XBE DECLARATION:

There is no DBE goal associated with this contract award.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on March 16, 2023 and will be placed on the Consent Agenda.

Information Update – February 2023 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Financial Officer Bart Brown and Budget Director Justin Burcope
Date: February 13, 2023

FEBRUARY 2023 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$10,647 (0.9%) for the month of February. For the year it is under budget by \$45,413 (-1.9%).
- Other Operating revenue category is over budget by \$188,184 (288%) for the month. YTD this revenue is over budget by \$1,145,544 (876%).
- The passengers service revenue is over budget by \$43,304 (11.1%) for the month. We collected \$434,622 in February 2023 opposed to \$352,385 collected in February 2022. For the year passenger service revenue is over budget by \$77,981 (9.4%).
- PMTF is distributed quarterly and will be received in April.
- Property Tax Revenue will be deposited starting in April.
- Income Tax came in over budget by \$836,818 (21.9%) for February. YTD it is over \$1,673,636 (22%)
- The Service Reimbursement Program revenue is under budget by \$5,597 (-16.2%) for the month. For the year it is under budget by \$9,948 (-14.4%).

The Total Revenue for the agency is over budget by \$ 1,073,357 (11.1%) for the month of February. YTD Total Revenue is over budget by \$2,841,800 (14.6%).

Expenditures

I) Personal Services

- Fringe benefits are under budget for the month by \$154,313 (-9.9%). YTD it is under budget by \$116,272 (-3.7%).
- The overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$226,702 (93.4%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$632,743 (130.3%).
- Salary expenses are under budget by \$756,846 (-19.1%) for the month of February. YTD it is under budget by \$1,489,089 (-8.5%)

The Personal Services category is under budget by \$684,457 (-11.9%) for the month of February. It is under budget for the year by \$972,617 (-8.4%)

II) Other Services and Charges

- Claims were under budget by \$99,332 (-28%) for the month due to end of year settlements. For this year this category is under budget by \$139,631 (-15%).
- For the month of February, the Miscellaneous Expense category is under budget by \$40,005 (-50.2%). YTD is under budget by \$119,322 (-67.2%).
- In February, the Purchased Transportation category is under budget by \$6,272 (-0.6%). For the year it is under \$44,239 (-2.3%).
- For the month the “Services” expense category is over budget by \$45,897 (2.3%). YTD this category is under budget by \$5,085,785 (-64.5%).
- For the month, utilities expenses are over budget by \$22,509 (11.8%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are over budget by (5.4%).

Overall, the Other Services & Charges category is under budget by \$77,204 (-2.2%) for the month. YTD this category is under budget by \$5,368,360 (-47.6%).

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$57,487 (-13.3%). YTD it is under budget by \$166,477 (-19.2%).
- For the month of February, the maintenance materials category is under budget by \$105,408 (-24.1%). It is under budget for the year by \$476,293 (-35%).
- Other materials and supplies category is under budget by \$36,283 (-37.3%) for the month. For the year it under budget by \$104,049 (-51.6%).
- Tires & Tubes category is under budget in February by \$3,549 (-6.9%). YTD it is under budget by \$3,549 (-3.5%).

For the month, the Total Materials and Supplies category is under budget by \$202,727 (-19.9%). For the year it is under budget by \$750,370 (-29.7%).

In February, the overall, total expenditures came under budget by \$964,388 (-9.3%). Year to date expenditures are under budget by \$7,091,347 (-28%).

FY 2023 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
2/15/2023	Production Studio equipment	Capital	Capital	\$30,000

Update on the Stimulus Draws

American Rescue Plan (ARP): Below is the summary of the Federal Stimulus Funds drawdowns/reimbursements. These funds are deposited into a stimulus investment fund.

Federal Stimulus Grants	CARES Act	CRRSAA	ARP
IndyGo Award	44,200,516	21,105,476	49,584,275
Total Draws	42,624,649	21,105,476	45,198,211

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Budget Director Justin Burcope



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Two Months Ending Tuesday, February 28, 2023

3/13/2023 4:04 PM
 Period Selected: 2

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
		\$	%			\$	%		
Operating Revenue									
Federal Assistance	1,210,876.00	1,200,228.66	10,647.34	0.89	2,355,044.00	2,400,457.32	(45,413.32)	(1.89)	2,132,877.00
Other Operating Income	253,495.52	65,311.67	188,183.85	288.13	1,276,168.09	130,623.34	1,145,544.75	876.98	73,140.94
Passenger Service Revenue	434,622.59	391,318.00	43,304.59	11.07	905,832.09	827,851.00	77,981.09	9.42	740,746.77
PMTF Revenue	947,485.67	947,485.67		0.00	1,894,971.34	1,894,971.34		0.00	1,873,332.00
Local Property & Excise Tax Revenue	3,236,606.00	3,236,606.00		0.00	6,473,212.00	6,473,212.00		0.00	6,241,812.00
Local Transit Income Tax Revenue	4,648,994.58	3,812,176.24	836,818.34	21.95	9,297,989.16	7,624,352.48	1,673,636.68	21.95	6,781,476.00
Service Reimbursement Program	28,986.00	34,583.33	(5,597.33)	(16.19)	59,218.00	69,166.66	(9,948.66)	(14.38)	53,326.00
Total Operating Revenues	10,761,066.36	9,687,709.57	1,073,356.79	11.08	22,262,434.68	19,420,634.14	2,841,800.54	14.63	17,896,710.71
Operating Expenses									
Personal Services									
Fringe Benefits	1,407,989.19	1,562,302.55	(154,313.36)	(9.88)	3,008,333.34	3,124,605.10	(116,271.76)	(3.72)	2,753,737.23
Overtime	469,353.49	242,650.78	226,702.71	93.43	1,118,045.37	485,301.56	632,743.81	130.38	784,746.64
Salary	3,187,163.12	3,944,009.49	(756,846.37)	(19.19)	6,398,929.61	7,888,018.98	(1,489,089.37)	(18.88)	6,452,166.16
Total Wages and Benefits	5,064,505.80	5,748,962.82	(684,457.02)	(11.91)	10,525,308.32	11,497,925.64	(972,617.32)	(8.46)	9,990,650.03
Other Services & Charges									
Claims	254,926.49	354,259.18	(99,332.69)	(28.04)	788,887.46	928,518.36	(139,630.90)	(15.04)	1,003,578.75
Miscellaneous Expenses	39,588.69	79,593.75	(40,005.06)	(50.26)	58,214.95	177,537.52	(119,322.57)	(67.21)	92,396.65
Purchased Transportation	943,747.54	950,020.11	(6,272.57)	(0.66)	1,855,800.65	1,900,040.22	(44,239.57)	(2.33)	1,748,475.05
Services	2,041,981.00	1,996,083.74	45,897.26	2.30	2,796,545.44	7,882,330.80	(5,085,785.36)	(64.52)	2,819,827.48
Total Utilities	213,009.12	190,500.01	22,509.11	11.82	401,618.21	381,000.02	20,618.19	5.41	477,081.64
Total Other Services & Charges	3,493,252.84	3,570,456.79	(77,203.95)	(2.16)	5,901,066.71	11,269,426.92	(5,368,360.21)	(47.64)	6,141,359.57
Materials & Supplies									
Fuel & Lubricants	375,407.52	432,894.46	(57,486.94)	(13.28)	699,311.25	865,788.92	(166,477.67)	(19.23)	598,478.23
Maintenance Materials	331,868.87	437,277.07	(105,408.20)	(24.11)	882,495.58	1,358,789.05	(476,293.47)	(35.05)	758,681.65
Other Materials & Supplies	61,014.57	97,298.23	(36,283.66)	(37.29)	97,498.92	201,548.46	(104,049.54)	(51.63)	44,663.01
Tires & Tubes	47,438.85	50,987.94	(3,549.09)	(6.96)	98,426.79	101,975.88	(3,549.09)	(3.48)	92,086.46
Total Materials & Supplies	815,729.81	1,018,457.70	(202,727.89)	(19.91)	1,777,732.54	2,528,102.31	(750,369.77)	(29.68)	1,493,909.35
Total Operating Expenses	9,373,488.45	10,337,877.31	(964,388.86)	(9.33)	18,204,107.57	25,295,454.87	(7,091,347.30)	(28.03)	17,625,918.95
OPERATING INCOME/(LOSS)	1,387,577.91	(650,167.74)	2,037,745.65		4,058,327.11	(5,874,820.73)	9,933,147.84		
GAIN/LOSS ON ASSET DISPOSAL	(2,458.00)		(2,458.00)	0.00	(13,703.50)		(13,703.50)	0.00	(4,810.00)
NET INCOME/(LOSS)	1,390,035.91	(650,167.74)	2,040,203.65	(313.80)	4,072,030.61	(5,874,820.73)	9,946,851.34	(169.31)	275,601.76

Information Update – INDOT/IPTC/IMPO MOA

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Date: March 9, 2023

INDOT/IPTC/IMPO MOA

BACKGROUND:

Federal regulations require that the metropolitan planning organization, department of transportation, and the public transportation provider of an urbanized area execute a written agreement. The purpose of a written agreement is to delineate a set of roles and responsibilities, such as grant reporting, establishing and evaluating performance measures, and specifying the level of coordination needed, for and by all three agencies to fulfill, especially those outlined by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA). In the Indianapolis urban area, the three agencies are: the Indiana Department of Transportation (INDOT), the Indianapolis Metropolitan Planning Organization (IMPO) and the Indianapolis Public Transportation Corporation (IPTC). As new requirements are introduced, IPTC staff work to modify existing processes and procedures to maintain compliance and the strong working relationship between the three agencies.

A written agreement should be regularly reviewed, particularly following passage of a new federal transportation bill, and should be updated as needed. The written agreement between INDOT, the IMPO and the IPTC was last updated prior to the adoption of the Moving Ahead for Progress in the 21st Century (MAP-21) which was signed into law in 2012. MAP-21 established new performance measure requirements that FHWA and FTA recipients need to follow. It also specified the amount of coordination needed to establish planning processes, such as the long-range transportation plan and the transportation improvement program.

DISCUSSION:

Adopted by all three agencies in early 2023, the new written agreement is the result of several years of coordination led by INDOT staff. In addition to meeting the MAP-21 and subsequent federal transportation bills, the newly adopted MOA formalizes the processes and procedures that have been in place for years to include the required performance measures and reflect updated planning requirements.

RECOMMENDATION:

Receive the report.

Ryan Wilhite
Manager of Special Projects and Regional Mobility Integration
Department of Strategic Planning

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**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
INDIANAPOLIS METROPOLITAN PLANNING ORGANIZATION,
INDIANA DEPARTMENT OF TRANSPORTATION, AND
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

This Memorandum of Agreement is made by and between Indianapolis Metropolitan Planning Organization (hereinafter referred to as IMPO), Indiana Department of Transportation (hereinafter referred to as INDOT), and Indianapolis Public Transportation Corporation (hereinafter referred to as IndyGo).

WHEREAS, the most recent Federal Transportation Authorization Legislation requires the establishment of Metropolitan Planning Agreements between the state, the metropolitan planning organization, and public transportation operator(s) in accordance with 23 CFR § 450.314; and

WHEREAS, the metropolitan transportation planning process includes IMPO, INDOT, and IndyGo; and

WHEREAS, transportation planning incorporates a comprehensive, cooperative, and continuing process with relevant agencies including the Federal Highway Administration (FHWA) and the Federal Transit Authority (FTA); and

WHEREAS, IMPO is the designated MPO for the Indianapolis Metropolitan Planning Area (MPA); and

WHEREAS, the MPA boundary is determined by agreement between IMPO and the Governor of Indiana, referencing the latest U.S. Census Bureau's Decennial Census; and

WHEREAS, INDOT administers the statewide Tier II Transit Asset Management Plan, and is therefore the Tier II group plan leader; and

WHEREAS, IndyGo is the designated recipient for Section 5307 funding in the Indianapolis Urbanized Area; and

WHEREAS, the appropriate conformity consultation and determination procedures refer to the most recent version of the Indiana Air Quality Conformity Interagency Consultation Group Guidance and the most recent version of the Process and Procedures for the Coordination of Transportation and Transportation Related Air Quality Planning Including the Consultation and Determination of Transportation Conformity.

NOW THEREFORE IMPO, INDOT, and IndyGo mutually agree as follows:

RESPONSIBILITIES OF IMPO

METROPOLITAN TRANSPORTATION PLAN (MTP)

1. IMPO shall develop a Metropolitan Transportation Plan (MTP), in accordance with the requirements of 23 CFR § 450.324, that addresses the planning factors from the most recent federal transportation authorization bill.
2. IMPO shall follow the most recent version of the INDOT, MPO, & RPO Planning Cooperative Procedures Manual for the development of the MTP.
3. IMPO shall develop the MTP in consultation with the other parties in this agreement at minimum once every 5 years.
4. IMPO develops the financial plan for the MTP that demonstrates the fiscal constraint with respect to available and projected sources of revenue.
5. IMPO is responsible for developing and maintaining a travel demand forecasting model for the MPA. IMPO will share the results of Travel Demand Forecasting with INDOT and IndyGo as requested.
6. MTP amendments and administrative modifications follow the procedures outlined by IMPO's procedures and Public Participation Plan in place at the time of amendment.
7. IMPO shall include documentation of an approved Congestion Management Process (CMP) as specified in 23 CFR § 450.322. The CMP identifies regionally significant projects for major updates to the MTP. Requests to amend the MTP must comply with the CMP.
8. IMPO shall follow the appropriate conformity consultation and determination procedures to ensure compliance with conformity requirements.
9. The IMPO Policy Board/Committee approves the MTP and its periodic updates.

TRANSPORTATION IMPROVEMENT PROGRAM (TIP)

10. IMPO shall develop a Transportation Improvement Program (TIP), in accordance with 23 CFR § 450.326, that addresses planning regulations from the most recent federal transportation authorization bill.
11. IMPO shall follow the most recent version of the INDOT, MPO, & RPO Planning Cooperative Procedures Manual for the development of the TIP.
12. IMPO develops the TIP in cooperation with INDOT, FHWA, FTA, IndyGo, and other agency partners in accordance with the agreed-upon schedule for the INDOT Statewide Transportation Improvement Program (STIP).
13. The TIP shall reflect the investment priorities established in the current MTP, cover a period of no less than 4 years.

14. IMPO will develop the financial plan for the TIP that demonstrates how the approved TIP can be implemented, indicates resources from public and private sources that are reasonably expected to be made available to carry out the TIP, and recommends any additional financing strategies for needed projects and programs.
15. The TIP shall include all federal aid funding projects as well as regionally significant projects, regardless of funding source, within the MPA. Federal funds, other than Metropolitan Planning (PL) dollars, identified for transportation planning activities in the UPWP, must be included in the TIP.
16. IMPO TIP is approved by the Governor of Indiana and incorporated into the STIP which is approved by FHWA and FTA.
17. IMPO will provide and maintain the MiTIP public access portal as well as the website that services TIP amendments and administrative modifications.
18. IMPO will process TIP amendments and administrative modifications via IMPO's online MITIP system in accordance with applicable IMPO TIP amendment and administrative modification procedures as well as INDOT's amendment/modification procedures.
19. The Annual Listing of Obligated Projects (ALOP) will adhere to the process outlined in 23 CFR § 450.334 and as referenced in the most recent version of the INDOT, MPO, & RPO Cooperative Procedures Manual.

UNIFIED PLANNING WORK PROGRAM (UPWP)

20. IMPO will prepare a Unified Planning Work Program (UPWP), in accordance with 23 CFR § 450.308, that addresses the Federal Planning Emphasis Areas (PEAs) identified by FHWA and FTA.
21. IMPO shall follow the most recent version of the INDOT, MPO, & RPO Planning Cooperative Procedures Manual for the development of the UPWP.
22. IMPO will prepare a Unified Planning Work Program (UPWP) in cooperation and consultation with INDOT, FHWA, FTA and IndyGo.
23. IMPO will prepare a UPWP for the fiscal year that will take effect beginning on January 1st and will provide the draft UPWP to INDOT Technical Planning & Programming.
24. IMPO will submit a final UPWP to INDOT Technical Planning & Programming in a timely manner that allows for final review and recommendation for approval to FHWA and FTA.
25. IMPO will submit invoices on a timely basis, following the most recent version of the INDOT, MPO, & RPO Cooperative Procedures Manual.
26. IMPO will submit a Cost Allocation Plan (CAP) in accordance with 2 CFR § 200.416 and the most recent version of the INDOT, MPO, & RPO Planning Cooperative Procedures Manual.

PERFORMANCE-BASED PLANNING & PROGRAMMING (PBPP)

27. IMPO shares data and information with INDOT and IndyGo to assist with the development of performance targets.
28. IMPO may review and provide comments on proposed INDOT or IndyGo performance targets prior to final adoption.
29. IMPO shall provide documentation to INDOT that either supports the statewide performance targets as established by INDOT or provides an alternate set of performance targets.
 - a) In the case that IMPO chooses to adopt the statewide performance targets as established by the INDOT, the expected documentation is a resolution or meeting minutes by the IMPO Policy Board/Committee.
 - b) In the case that IMPO chooses to adopt an alternate set of performance targets, the expected documentation is a description of the procedure used to set alternate performance targets as well as a resolution or meeting minutes by the IMPO Policy Board/Committee. IMPO will be responsible for reporting the two-year and four-year performance targets within the federal reporting system for the MPA.
30. IMPO includes information outlined in 23 CFR § 450.324 (f) (3-4) in any MTP amended or adopted after May 27, 2018, and information outlined in 23 CFR § 450.326 (d).
31. Reporting of targets and performance measures by IMPO shall conform to 23 CFR § 490, 49 CFR § 625, and 49 CFR § 673.

PUBLIC PARTICIPATION & INVOLVEMENT

32. IMPO will maintain a Public Participation Plan that is adopted by the IMPO Policy Board/Committee. The Public Participation Plan will include coordination with the INDOT public participation process.
33. IMPO shall follow the Public Participation Plan throughout the planning process, including, but not limited to the development of the MTP and the TIP.
34. IMPO's TIP participation process will serve to meet the public participation requirements of IndyGo and the Central Indiana Regional Transportation Authority's (CIRTA).
35. IMPO will comply with all appropriate federal assurances, civil rights, and DBE requirements, Title VI guidance, ADA requirements, and procurement activities guidelines.
36. IMPO shall comply with the required provisions of Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. 2000d-1) and 49 CFR part 21.

TRANSIT PLANNING

37. IMPO will sponsor and participate on committees related to the provision and coordination of transit and para-transit services.
38. IMPO will serve as the lead for the development of the Coordinated Public Transit Human Services Transportation Plan.

RESPONSIBILITIES OF INDOT

INDOT Technical Planning & Programming provides Planning Liaisons to coordinate with IMPO. INDOT Planning Liaisons regularly attend IMPO Technical Board/Committee meetings and IMPO Policy Board/Committee meetings. The INDOT District Capital Program Manager will attend IMPO Technical Board/Committee meetings and have voting representation for INDOT. INDOT District Deputy Commissioners will attend IMPO Policy Board/Committee meetings and have voting representation for INDOT.

MTP & TIP

1. INDOT works cooperatively with IMPO to implement the August 2020 Programmatic Federal Funds Exchange Agreement.
2. INDOT develops the Statewide Long-Range Transportation Plan (LRTP) in congruence with IMPO's MTP.
3. INDOT will coordinate with IMPO on MTP development and INDOT LRTP development.
4. INDOT will coordinate with IMPO in the development of IMPO's TIP and the development INDOT's STIP.
5. INDOT will develop planned improvement needs on state jurisdictional highways for the development of IMPO's TIP and INDOT's STIP.
6. INDOT will provide MTP and TIP amendment requests to IMPO according to the applicable schedule. All MTP and TIP amendment requests will be submitted via MiTIP.
7. INDOT will provide IMPO with estimates of available federal and state funding in a timely manner for the development of the financial plans demonstrating the fiscal constraint of IMPO's MTP and TIP. Should funding information be delayed for any reason, IMPO may flat-line funding based on past information.
8. INDOT will develop the STIP in congruence with IMPO's transportation planning process and incorporate IMPO's approved TIP by reference or amendment in its entirety.
9. INDOT will provide timely lists of INDOT projects within the MPA. Project information includes DES #, clear project description, total project cost, state and federal share, federal funding program or source, and letting date or fiscal year. Per the 2022 IMPO Certification Report, project information must ensure the minimum project descriptive information for DOT initiated projects.
10. INDOT will provide timely lists of INDOT projects within the Transportation Conformity Area but outside of the MPA. Project information will include DES #, project description, total project cost, state and federal share, federal funding program or source, and letting date or fiscal year. Per the 2022 IMPO Certification Report, project information must ensure the minimum project descriptive information for DOT initiated projects.

11. INDOT will develop a Statewide Transportation Improvement Program (STIP) that includes the review and written approval of IMPO's TIP in a timely manner.
12. INDOT will provide a list of projects (including investments in pedestrian walkways and bicycle transportation facilities) for which funds under 23 U.S.C. or 49 U.S.C., Chapter 53 were obligated in the preceding program year. The list of projects will be sorted specifically to include only projects within the MPA. Project information will include DES #, county, sponsor, district, route, project description, work type, phase, fund type, federal obligation amount, advanced construction amount, if any total obligation and obligation date. Per the 2022 IMPO Certification Report, project information must ensure the minimum project descriptive information for DOT initiated projects. This will support IMPO in developing the Annual List of Obligated Projects (ALOP).
13. INDOT will collect and share transportation system information with IMPO to facilitate a cooperative transportation planning process and will conduct training sessions and workshops on pertinent topics.

UNIFIED PLANNING WORK PROGRAM (UPWP)

14. INDOT Technical Planning & Programming will assign a planning liaison to participate in transportation planning activities related to the UPWP such as review of the document, preparation of contracts following its approval, review of billings submitted by IMPO, etc.) and to assist with coordination of the PEAs identified by FHWA and FTA.
15. INDOT shall make all PL funds authorized by 23 U.S.C. 104(f) available to the MPOs in accordance with a formula developed by the State, in consultation with the MPOs, and approved by the FHWA.
16. INDOT Technical Planning & Programming will review and provide approval of the UPWP in a timely manner and begin development of the required contracts and purchase orders. INDOT will strive for a timely notice-to-proceed, a signed contract and a purchase order.
17. INDOT Technical Planning & Programming will review progress reports through the Planning Liaison and initiate the reimbursement of invoices pursuant to applicable Federal Regulations and Indiana Code 5-17-5, Public Purchases.
18. Properly submitted invoices shall be reviewed and processed for payment following the procedures as outlined by the Auditor of the State of Indiana.

PERFORMANCE-BASED PLANNING & PROGRAMMING (PBPP)

19. INDOT will collect bridge and pavement condition data for the state asset management plan for the National Highway System (NHS). INDOT shall coordinate changes to the NHS with IMPO.
20. INDOT, as the Tier II transit provider group plan leader, will collect transit data and produce the Tier II Group Transit Asset Management Plan, to include all Tier II transit providers who elect not to create their own Transit Asset Management Plan.

21. INDOT will provide IMPO with the statewide performance data used in developing statewide targets. Updates of this data will include prior performance data.
22. INDOT will develop draft statewide performance targets in coordination with all Indiana MPOs. Coordination may include in-person meetings, web meetings, conference calls, and/or email communication.
23. INDOT shall give all Indiana MPOs an opportunity to provide comments on statewide targets before final statewide targets are adopted.
24. INDOT performance targets will be reported to FHWA and FTA as applicable.
25. INDOT will include information outlined in 23 CFR § 450.216 (f) in any statewide transportation plan amended or adopted after May 27, 2018, and information outlined in 23 CFR § 450.218 (q) in any statewide transportation improvement program amended or adopted after May 27, 2018.
26. Reporting of targets and performance by INDOT shall conform to 23 CFR § 490, 49 CFR § 625, and 49 CFR § 673.

RESPONSIBILITIES OF INDYGO

METROPOLITAN TRANSPORTATION PLAN (MTP)

1. IndyGo will provide data, including financial planning information, upon request, and participate in the development of the MTP update.
2. IndyGo will provide copies of its Transportation Development Plan, as updated.
3. IndyGo will provide MTP amendment requests to IMPO according to the applicable schedule. All MTP amendment requests will be submitted via MiTIP.

TRANSPORTATION IMPROVEMENT PROGRAM (TIP)

4. IndyGo will provide a Financial Capacity Analysis showing a 5-year Financial Plan as part of the TIP development process.
5. IndyGo will provide a 5-year capital project and operating plan (program of projects) for inclusion in the TIP to IMPO. The capital and operating plan will be updated annually and submitted with the Financial Capacity Analysis. This will be reviewed by the INDOT Transit Office within the Multimodal Division.
6. IndyGo will provide TIP amendment requests to IMPO according to the applicable schedule. All TIP amendment requests will be submitted via MiTIP.
7. IndyGo will provide a copy (PDF file preferred) to IMPO of each final grant request to FTA and provide a copy of each grant award acceptance.
8. IndyGo will provide on an annual basis, no later than 90 calendar days following the end of the program year, a list of transit projects for which funds under 23 U.S.C. or 49 U.S.C., Chapter 53 were obligated in the preceding program year.

UNIFIED PLANNING WORK PROGRAM (UPWP)

9. IndyGo will provide IMPO with details for any significant planning activities requiring the use of federal funds and/or planning document outlined in this agreement.

PERFORMANCE-BASED PLANNING & PROGRAMMING (PBPP)

10. IndyGo will annually update their Transit Asset Management Plan and performance targets.
11. IndyGo may share and request comments on proposed transit targets with INDOT and IMPO prior to adopting them.
12. IndyGo will provide IMPO with performance data used in developing targets, as requested.

13. As the designated recipient of federal transit funds, IndyGo will offer to complete a Group TAM for eligible subrecipients. If a Group TAM is completed, IndyGo will share its performance data and targets with IMPO and INDOT.
14. IndyGo will share the public transit safety plan, any amendments, and its supporting documentation and data with INDOT and IMPO.
15. Reporting of targets and performance by IndyGo shall conform to 23 CFR § 490, 49 CFR § 625, and 49 CFR § 673.

PUBLIC PARTICIPATION & INVOLVEMENT

16. IndyGo will assist, as requested by IMPO, in any public meetings regarding transit.
17. IndyGo will coordinate with IMPO to ensure that the TIP participation process states it will serve to meet IndyGo's public participation requirements for the Program of Projects (POP).

TRANSIT PLANNING

18. IndyGo will provide a staff liaison to assist with transit planning efforts.
19. IndyGo will participate on the Executive Committee, IMPO Technical Board/Committee and IMPO Policy Board/Committee.
20. IndyGo will participate in the development of the Coordinated Public Transit Human Services Transportation Plan.
21. IndyGo will be responsible for its Capital Improvement Plan and its ADA Compliance Plan and other activities directly related to the operation of public transit services in IMPO's Urbanized Area.
22. IndyGo, as the designated recipient of federal transit funds, will be required to maintain all necessary records in support of the expenditure of funds where it is a direct recipient and oversight of expenditures of IndyGo's subrecipients. For all other monies, those direct recipients are responsible to maintain records and make them available to all necessary parties.
23. IndyGo is responsible for the local matching dollars for all funds for which it is a direct recipient. IndyGo is not responsible for the local matching dollars for its subrecipients.
24. IndyGo agrees that it will comply with all required federal objectives.

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Risk and Safety Division Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: March 23, 2023

Risk and Safety

- Throughout the month of February, team members from the Risk and Safety department worked to digitize all IndyGo 2022 drug and alcohol records. Benefits from this task are quick access to records, reduction of paper copies, and an online tracking process for trends, audits, historical summary. Moving forward all of 2023's records and beyond will benefit from this process change. This reorganization of the drug and alcohol program will also benefit the record keeping requirements of IndyGo's 2023 DOT/FTA audit that will be conducted on March 1st through March 3rd.
- On February 21st, IndyGo's Risk and Safety department with the collaboration for the operations division started and performed what we call a Safety Blitz. A Safety Blitz is a pre-planned targeted topic that is to educate and inform IndyGo employees regarding various safety concerns on the third Tuesday of each month. February's topic involved proper hand placement when driving a CDL vehicle. What may sound easy, can be quite difficult due to the size of the steering wheel, the number of rotations and fore needed to turn the wheels, and other safety factors that affect the safe operation of vehicles. IndyGo staff met with operators when the buss pulled out of the garage at 4am and through out the day and evening. Information including pictures were given to the drivers as well as displayed in the break rooms around all our IndyGo properties. These Safety Blitz will continue through out the year with changing topics to keep our employees and the community safe.
- On February 21st, several team members for Operations, Risk and Safety, Security, and facilities met on site at the Julia Carson Transit Center to evaluate and brainstorm a solution to a cross walk problem that we continue to face. The problem is how to better inform and educate pedestrians at that location to use the cross walks for all our safety. After great collaboration, we are pursuing quotes for no cross walk stenciling on the pavement between bus stops, painting curbs yellow, adding over head signage to identify where the crosswalks are located, changing the audio announcements to help educate, and looking at the approach of security and supervisors of how to consistently inform passengers for their safety. Solution are underway and cost estimates for painting will be evaluated near the end of March 2023. The benefit is not to just our riders but for the safety of the operators that drive through the property.
- On February 23rd, The Risk and Safety department presented the comments and revisions of the IndyGo Public Transportation Agency Safety Plan (PTASP) to IndyGo's President and Chairman of the Board of directors for signatures. 2023 changes included the review from union appointed leadership, update Key Performance Indicators (KPI's) for safety and security, and updates to systems used to track various required data points. This plan is the blueprint for how IndyGo integrates safety into our operation and identifies roles, duties, and how perform safety. Key objectives of this program are to empower employees to be a part of their safety and to build a safety culture mind set. Safety as well as updates will be discussed at the next Safety and Security Quarterly meeting scheduled for late March 2023.

February 2023 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for February and received the National Safety Council recognition patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Anthony White	3334	21	26
Patricia Wilson	6792	13	24
Sean Cox	1190	12	22
Wesley Robertson	8488	8	10
Amon-Ra Sanders	8642	8	9
Kevin Mallory	8400	7	11
Shundreline Merritt	9106	5	5
Akiella Bounds	8947	4	6
Avante Harrison	9309	4	4
Francheska McGraw	9325	4	4
Robert Rowie	9738	3	3
Irvin Devers	9433	2	4
Ibrahima Fall	9606	2	4
Ardis Griffin	9194	2	5
Deryc Jennings	10047	1	1

Safety is at the core of IndyGo's mission and values. We congratulate the above professional coach operators that have achieved this milestone. Your performance contributes to helping make public transportation safer each day.

Congratulations and Thank You!

Public Transportation Agency Safety Plan (PTASP) Risk and Safety Key Performance Indicators (KPI):

February 2023

Feb-23								
Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.37	0.19	0.19	2.42	0.19	6	2
Bus Rapid Transit (BRT)	0.00	0.00	0.00	0.00	1.87	0.00	0	
Para Transit	0.00	0.00	0.00	0.00	2.56	0.00	0	
All Modes of Service	0.00	0.28	0.14	0.14	2.40	0.14	0.78	2.00
2022 IndyGo Reported Data (All Modes)	0.00	0.36	0.77	0.10	2.54	0.10	0.06	19
2022 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.04	0.11	0.19	No Data	No Data	0.01	0.05	No Data
2023 Objective Targets (SPT)	0.00	0.34	0.73	0.10	2.41	0.10	0.06	20
2023 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.34.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.73.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.10.	Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.41.	Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.10.	Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <0.06.	Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >20.
SPT = Safety Performance Target								
VRM= Vehicle Revenue Mile								

Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of fatality (death confirmed within 30 days) and excludes trespassing and suicide-related fatalities.

Injuries: Total number of reportable injuries and rate per total vehicle revenue miles, by mode. FTA uses the National Transit Database (NTD) definition of injury (harm to the person requiring immediate medical attention away from the scene).

Safety Events: Total number of reportable events and rate per total vehicle revenue miles, by mode. (Events as defined in §673.5) FTA uses the National Transit Database (NTD) major event threshold (events reported on the S&S 40 form).

Operator Assaults: Federal Transit Administration (FTA) defined key elements that comprise a Safety Management System (SMS) approach to preventing and mitigating transit worker assaults. Identify and examine the root causes and risk levels of assault to properly understand the scope of the problem and potential mitigation strategies.

Preventable Accidents: Defined by the National Safety Council as: “An occurrence involving an employer-owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

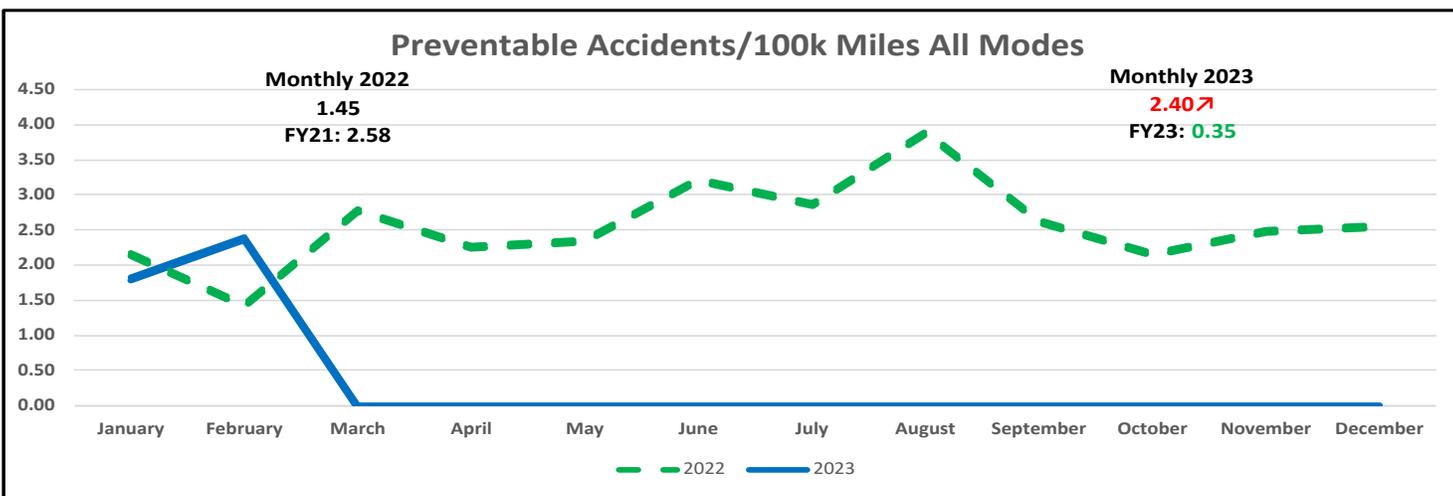
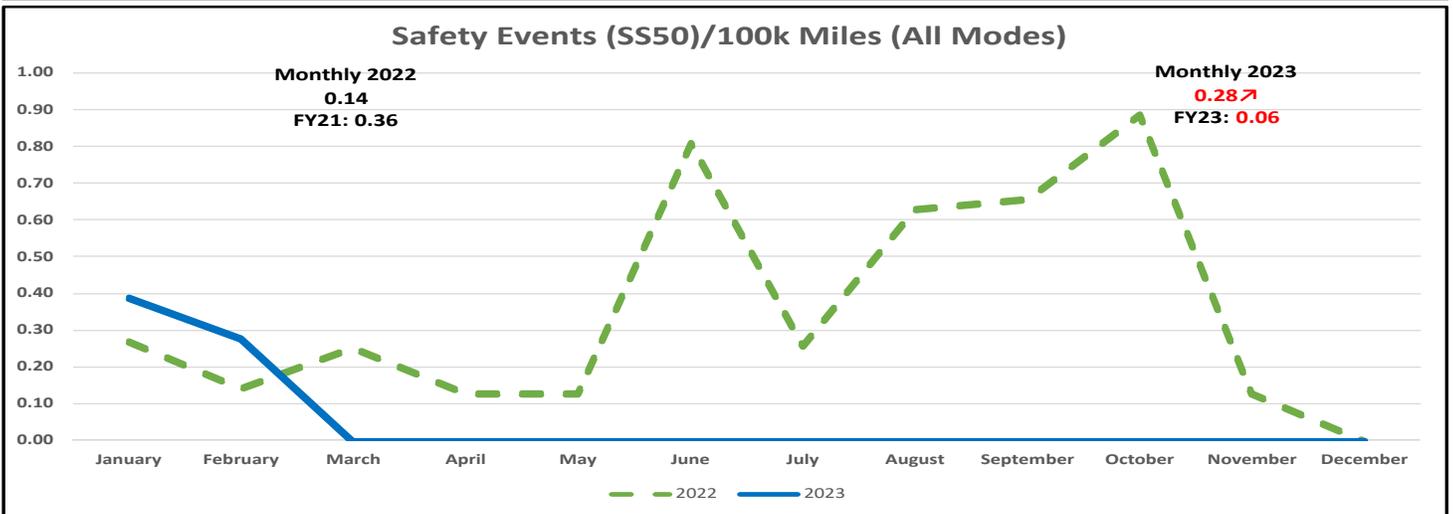
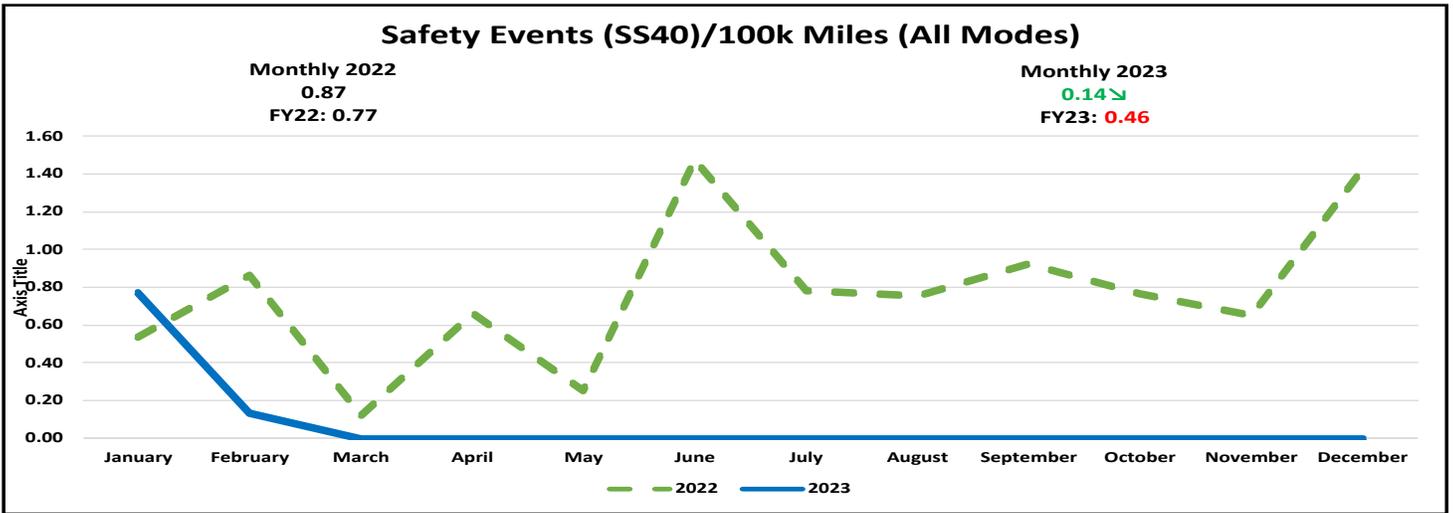
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

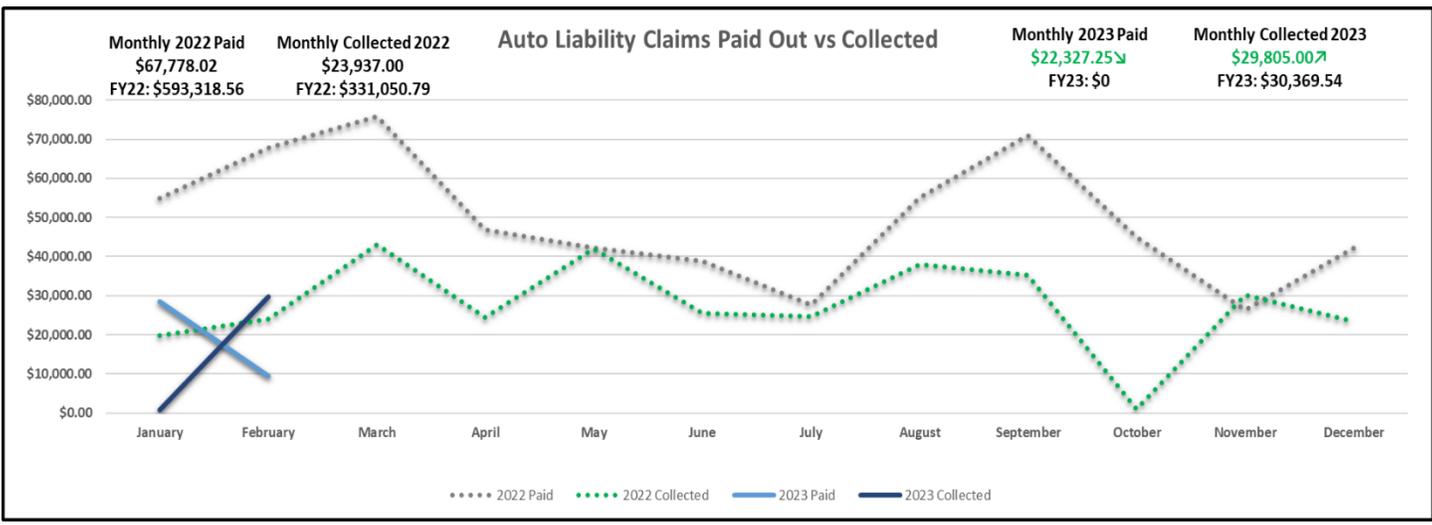
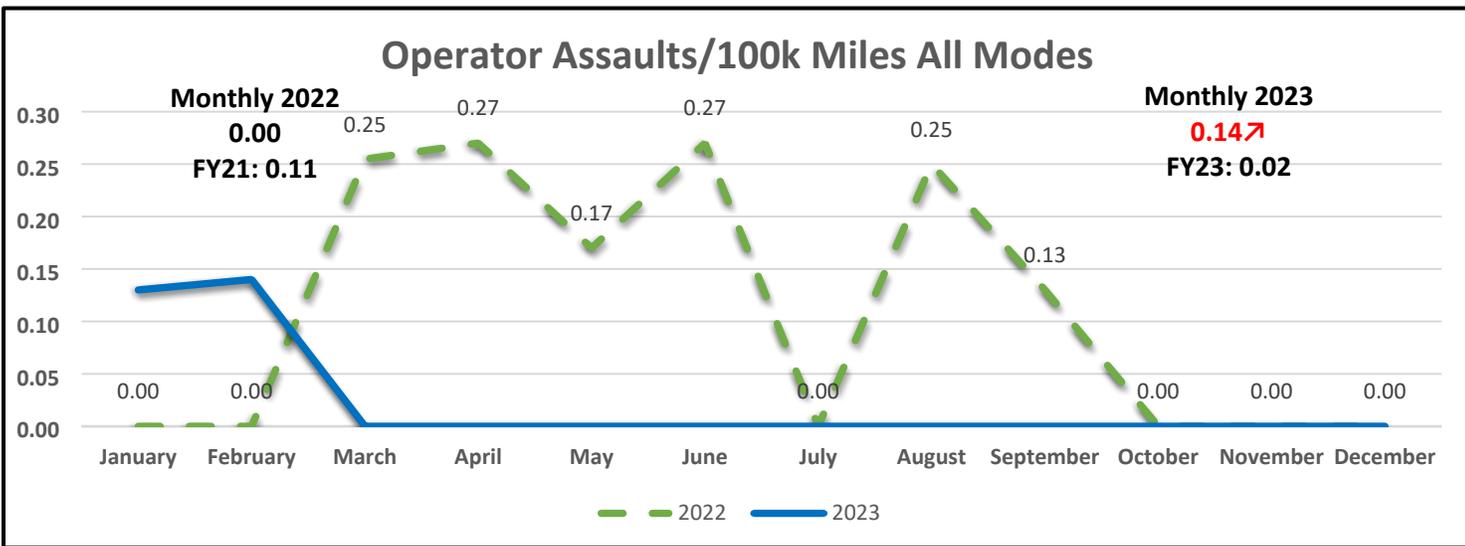
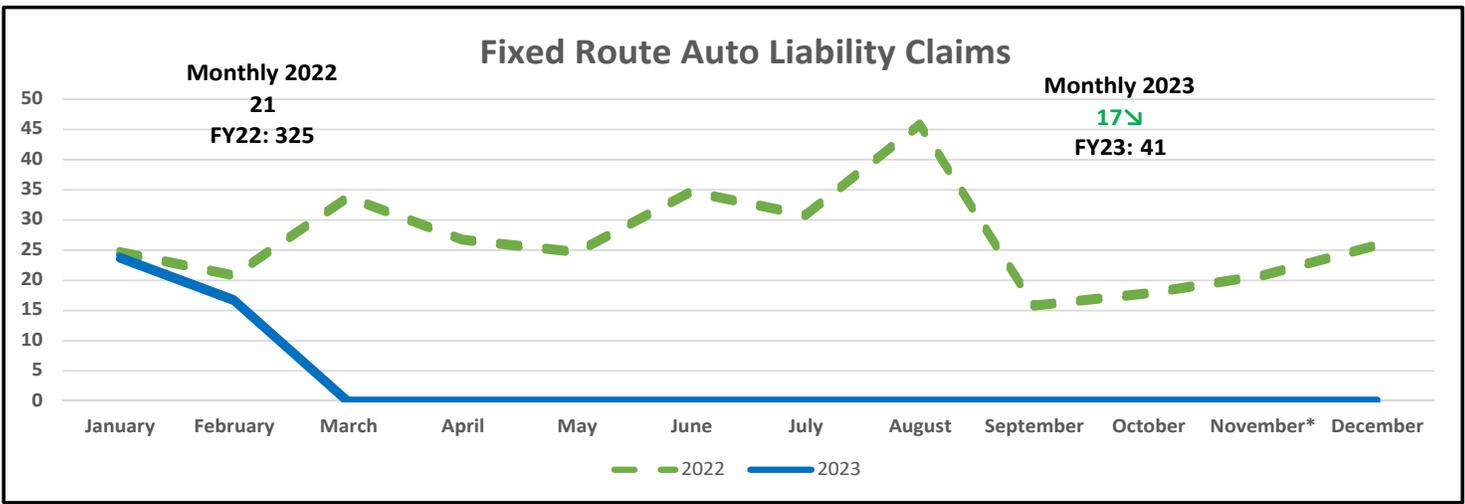
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase the utilization of the IndyGo Near Miss Reporting System.

Safety and Accident Data

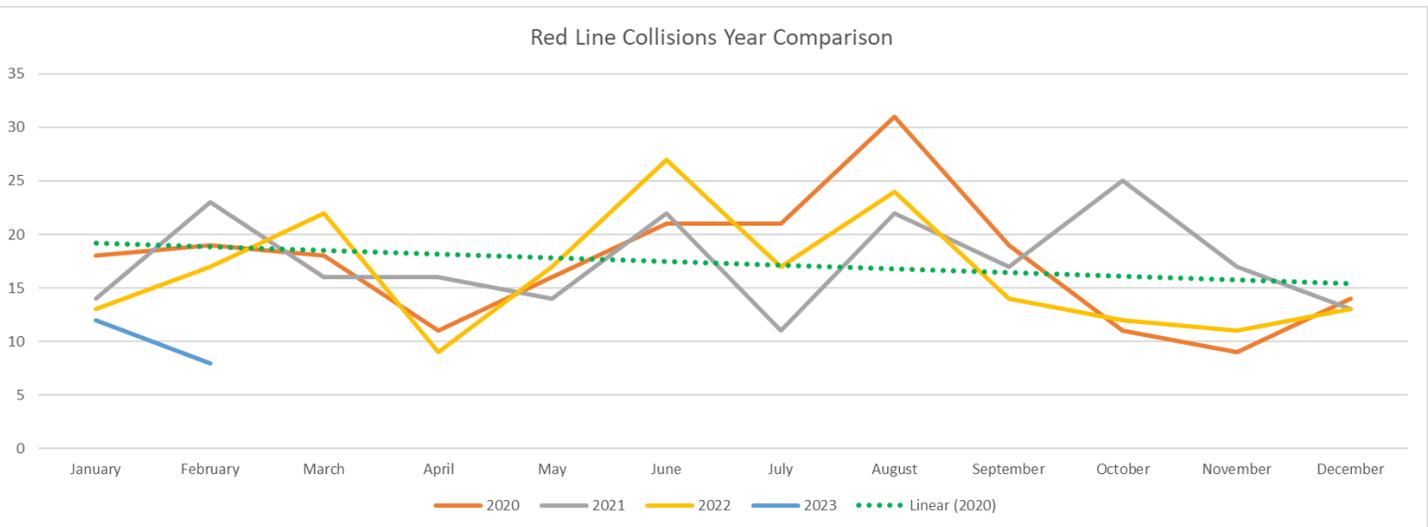
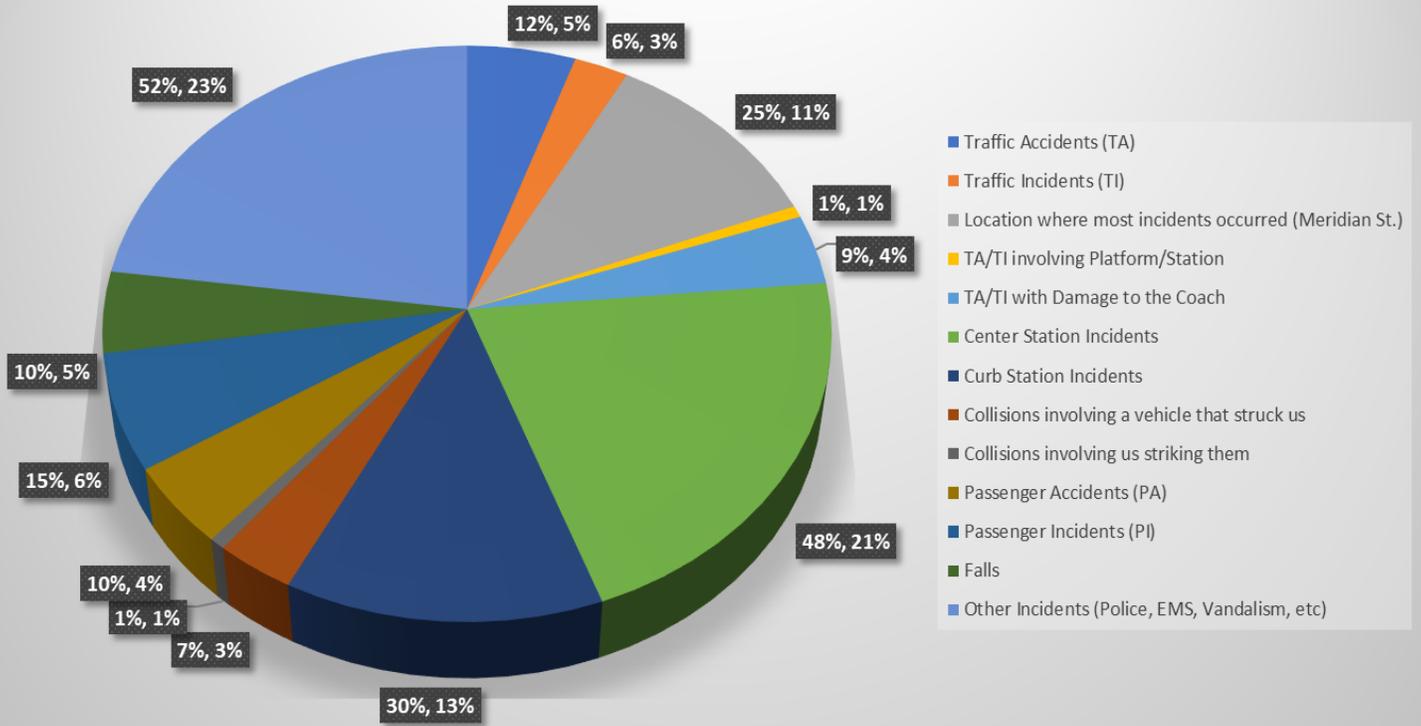
February 2023 Compared to February 2022 Data All Modes:







Red Line February 2023



End of Report

Planning & Capital Projects Division Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Development Officer Jennifer Pyrz
Date: March 23, 2023

STRATEGIC PLANNING

Project Development / Innovation

Zero-Emission Transition Plan

Having recently completed a workshop where key project decisions were discussed, IndyGo staff are working to develop the framework for evaluating scenarios for zero-emission transition. These decisions range from what types of ZEV technologies to use to meet IndyGo’s future fleet needs, what facility investments might be needed to support the chosen technologies, the timeline for transitioning, and the criteria to develop and use to make decisions going forward.

This project is needed to meet FTA requirements and inform IndyGo’s fleet replacement program. It builds on past planning efforts, as well as research, findings, and recommendations of the Blue Line vehicle propulsion technology work completed in 2022. Work will continue throughout the remainder of this year. The final deliverable will be a document that informs capital planning/procurement for several years, including which vehicles to procure in the future.

Long-Range Planning

On-Call Planning Services – Implementation of the 2027 Transit Network

Work continues to determine how to implement the remaining network improvements in a way that responds to IndyGo’s workforce challenges, especially as it relates to bus drivers and maintenance technicians. Part of this work includes a wrap up and assessment of the mobility-on-demand pilot that continues to operate in the southeast Indy area. It also includes supporting Service Planning as they prepare for the June 2023 and October 2023 picks, and beyond.

2022 On-Board Rider Survey

The Indianapolis Metropolitan Planning Organization (IMPO), on behalf of IndyGo, conducted a 2022 On-Board Rider Survey. This survey is in keeping with federal requirements to regularly conduct on-board rider surveys. Completed once every five to six years, the information obtained provides a greater understanding of the travel pattern and demographic characteristics of IndyGo riders and enables staff to analyze how riders use our system, including fare collection. The team is on track to publish a final report later this month. An update to the IPTC Board of Director’s is planned for April.

Capital Planning

Transit Asset Management Plan – Maturity Assessment & Software Solution

IndyGo is required by the FTA to develop and maintain a Transit Asset Management (TAM) Plan. The necessary update to the plan was completed in time for the October 2022 deadline.

A draft of the Software Solution and the Maturity Assessment have been presented to IndyGo staff but neither will be finalized until more data can be collected and analyzed. Once completed, staff will present the findings to the internal working group. In the meantime, IndyGo staff continue to work with Cambridge Systematics and Dye Consulting to evaluate the agency’s processes, offer recommendations for how to improve the maturity assessment process, and evaluate IndyGo’s current software solution(s) against the agency’s needs.

Carson Transit Center Study

The CTC Study is expected to continue through April. The final report will offer recommendations that IndyGo leadership can use to inform future capital investments to the building, bus bays (including BRT docking), or both, as well as conversations with city leadership and prospective developers of the former jail property that is adjacent to the CTC. It is anticipated that the initial findings and recommendations will be presented to IndyGo leadership in early-April.

Future Funding

Grants – On-Call Grant Writing & Coordination

Work continues under IndyGo on-call grant writing contract. IndyGo staff are familiarizing themselves with the information and guidance that continues to be released. It is anticipated that the 5-yr outlook calendar and report will be completed by the beginning of Q2 2023, and that both will be updated and maintained throughout the year. IndyGo leadership have identified, and will continue to identify, capital project needs in anticipation of more notices of funding being released by the FTA and others.

Very early in the coordination phase, IndyGo is working with DPW to assist the city with a grant application(s) to seek funding for the stormwater improvements that are needed along the Washington Street corridor with or without a major transit investment along the same corridor.

Grants – Open Calls for Projects

Bus & Bus Facilities – The purpose of this competitive FTA grant program is to make federal resources available to transit agencies that can demonstrate a need to replace, rehabilitate and purchase buses and related equipment, or to construct bus-related facilities to accommodate changes in technology. IndyGo staff are preparing a Bus & Bus Facilities grant application for a yet to be determined amount that is around \$10 million so that the agency might resume work on IndyGo’s Eastside Mobility Hub. Applications for this grant opportunity are due on or before April 13. It is anticipated that notices for this grant program will go out before the fourth quarter of this year.

Low or No Emission (Low/No) – The purpose of this competitive FTA grant program is to support the transition of the nation’s transit fleet to the lowest polluting and most energy efficient transit vehicles. The Low/No Program provides funding to state and local governmental authorities for the purchase or lease of zero-emission and low-emission transit buses, including acquisition, construction, and leasing of required supporting facilities. IndyGo staff are preparing a grant application for a yet to be determined amount that is around \$24 million for more diesel-hybrid buses to further the agency’s local bus fleet replacement program. Applications for this grant opportunity are also due on or before April 13. It is customary for notices for this grant program to be announced at the same time as the Bus & Bus Facilities grant awards.

Areas of Persistent Poverty (AAoP) – The purpose of this competitive FTA grant program is to support the planning, engineering, or development of technical or financing plans to assist Areas of Persistent Poverty or Historically Disadvantaged Communities. IndyGo was awarded \$670,000 in federal funding, or 90% of the total project budget, in FY2022 to make bus stop improvements in historically disadvantaged communities. IndyGo staff are preparing another grant application this year and are asking for \$850,000 in federal funding to make more bus stop improvements. Due in early March, the request would be for design and engineering services only, as construction expenses are not eligible for reimbursement under this program. The deadline for this grant was March 10. It is anticipated that notices for this grant program will go out this summer.

Safe Streets for All (SS4A) – Established by the Bipartisan Infrastructure Law, this is another opportunity to seek funding for bus stop improvements. The purpose of this Federal Highway Administration grant program is to fund regional, local, and Tribal initiatives through grants to prevent roadway deaths and serious injuries. In 2022, IndyGo submitted a competitive grant application seeking \$20 million in federal funding for bus stop improvements but was not awarded funding. During a debrief meeting, the grant administrator shared with IndyGo that our request was viewed as competitive and was recommended for funding; however, the funding level for the entire program fell far short of the requests that were received. IndyGo was encouraged to apply again this year. IndyGo staff, in coordination with DPW, will seek a yet to be determined amount for design and engineering services for bus stop improvements (construction expenses are not eligible for reimbursement under this program). It is unclear when notices for this grant program would go out.

Transit Security Grant Program – Administered by the Federal Environmental Management Administration’s Department of Homeland Security, there is \$93 million available to eligible public transit systems to promote sustainable, risk-b

efforts to protect critical transportation infrastructure and the traveling public from acts of terrorism. A multi-step application process, IndyGo staff are preparing an initial application for more than \$500,000 in funding to purchase and install bomb resistant trash cans for existing bus rapid transit stations. It is unclear when notices for this grant program would go out.

Regional Initiatives/Discussions

Section 5310 - 2021 Call for Projects

At the end of 2022, IndyGo was in receipt of all local match dollars thought to be needed for IndyGo to procure new vehicles on behalf of Section 5310 sub-recipients. IndyGo staff submitted the order for the vehicles in the fourth quarter of 2022. At that time, the order was expected to be fulfilled by the end of this year, except for shuttles, which have a longer lead time because of supply chain issues. The new pricing was approved by the IPTC Board of Directors in February. IPTC Procurement will submit the updated order to Midwest Transit as soon as possible.

ENGINEERING & CONSTRUCTION

Blue Line BRT

The design and budget for the Blue Line BRT project are under review. The team continues to connect internally and with peer agencies to determine the best approach for delivering the Blue Line as planned. The team is reviewing project costs against benefits and impacts to the transit agency, partner agencies, and IndyGo patrons, and considering alternate funding +scenarios.

Purple Line BRT

Construction of the Purple Line bus rapid transit corridor began in January 2022. The construction management team and IndyGo staff meet weekly with contractors and stakeholders to monitor, communicate, and manage the overall project. Several lane restrictions and closures have already been implemented as part of the construction progress. Pavement and drainage improvements are underway along 38th Street, and the first four stations of eighteen total are complete from finish grade and below at the northern terminus at Ivy Tech, State Fairgrounds, Orchard, and Richardt. Foundations of the Franklin and Alsace stations are underway. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts. Several public events took place in February to share information about construction impacts and resources. Asphalt paving is still paused for the winter but is expected to ramp back up in late March or April as weather allows.

Red Line BRT

Pavement maintenance (asphalt patching and concrete bus pad repair) and rub-rail installation was completed on Capitol Avenue, Shelby Street, and at the Broad Ripple station in 2022. Work along College Avenue, Meridian Street and Virginia Avenue will occur in 2023, beginning on the south end of the line and working north. Work is expected to commence as soon as asphalt plants reopen for the spring, which is currently projected for the week of March 13. The entire project is expected to be completed by the end of summer 2023.

Red Line Traffic Control Modification (Audible pedestrian signals and contraflow warning signs)

Once installed, the traffic control modifications being implemented along the Red Line BRT corridor will provide audible messages to pedestrians needing assistance in knowing when to cross the street. This project also includes the installation of new traffic warning signs along Capitol Avenue. Approval is being sought at the March Board meeting to award this contract. Construction could start in April and could last through Q3 2024.

Rural Street Bridge Project

The design consultant, Lochmueller Group, recently submitted 40 percent design plans. The drainage design and impacts to existing utilities will be coordinated with CEG and DPW. CSX also has the responsibility to review design submittals. Design is expected to be finalized in Q4 2023 and construction is anticipated to take place in 2024-2025.

Once completed, the Rural St/CSX railroad bridge clearance project will increase the clearance under that bridge by 18 inches, enabling more of IndyGo's fleet, now and in the future, to clear the bridge. The benefits of this are two-fold. First, IndyGo operations wouldn't have to designate a fleet specifically for Route 26 and can avoid putting more miles on those buses causing them to have to be replaced sooner than would otherwise be required. Second, the costly route deviation to Sherman Avenue would be eliminated, saving the agency time and money, and offering a more direct route for riders.

Transit Signal Priority (TSP)

IndyGo is currently working with the Burgess & Niple, Inc. team to identify priority locations for implementation of the desired TSP solution throughout the local route network. This planning effort is anticipated to finish in August. A separate RFP seeking a TSP vendor for the Purple Line TSP system is currently out for procurement, with anticipated award at the April 2023 Board Meeting.

Super Stops

Design of six individual Super Stops locations on Alabama, Fort Wayne, and Vermont streets is complete, and the federal review of environmental impacts has been approved. IndyGo staff requested the Board authorize a construction contract with OLCO at the December 2022 Board meeting. Construction notice-to-proceed was issued on February 1, 2023, and the work is scheduled to be completed by December 2023. IndyGo was able to leverage local dollars to obtain an FTA Bus and Bus Facilities Grant dollars to fund these Super Stop locations. The total grant award is \$2,933,322, of which IndyGo is responsible for paying less than \$590,000.

Lafayette Road Local Stop Improvements

IndyGo applied for and was awarded up to \$500,000 through the City of Indianapolis Indy Neighborhood Infrastructure Partnership (INIP) to design and construct ADA-compliant bus stops and pedestrian crossings along Lafayette Rd between 16th St and 30th St. Lochmueller Group is the lead designer through an on-call engineering design contract. Construction is anticipated to begin as soon as Q4 2023 and is anticipated to be complete in 2024.

FACILITY PROJECTS

On-Call A & E Services

On-Call Architectural and Engineering (A&E) Services contracts for facility capital projects were awarded in June 2020 to The Etica Group, Woolpert, and HDR. The On-Call A&E firms are designing renovations and preparing for construction at our new facilities. The current On-Call A&E Service contracts are scheduled to expire August 2023.

IndyGo staff have begun to move from 1501 W Washington and various satellite locations to the East Campus location. The plan is to have staff fully occupying the East Campus buildings by July 2023. The table below lists the design teams working on projects and includes a summary of key milestones for each.

Task Order	Design Team	Design Start	Construction Start	Construction Completion
East Campus Building A, Administration	Woolpert	2/2021	10/2021	8/2022
Mobility Solutions Center, Fleet Parking	The Etica Group	4/2021	Q2 2023	Q4 2023
East Campus Building B, Training/Board Rm	The Etica Group	5/1/2021	2/2022	4/2023
1501 Concrete Repair	Woolpert	10/2022	Q2 2023	Q3 2023
CTC Raingarden Handrails	Woolpert	10/2022	Q2 2023	Q2 2023

East Campus Master Plan

IndyGo released an RFQ for East Campus Architectural and Engineering services in September 2022 to develop a master plan for the expansion of East Campus location and design services for the maintenance garage facility and operations center. A contract was awarded to CDM Smith. The master plan, once completed, will coordinate expansion of the East Campus location in relation to all other IndyGo facilities and needs. It will include information about how to phase individual projects, coordinate utility needs, maintain and improve traffic flow to and from the site and around the property, and coordinate with the Business Park regarding road repairs, etc. The project officially kicks off on March 13, 2023.

Other facility projects include:

- An assessment and design for needed repairs to the historic Duesenberg building is planned, as well other necessary repairs in the garage at the 1501 W Washington St location.
- Construction of fleet parking at the Mobility Solutions Center.

- Concrete Repair for ADA compliance and upgrades on ramps, sidewalks, handrails, loading dock area repair at 1501 W. Washington St are underway. This is a collaboration between the Capital Projects and Facility Maintenance teams.
- Handrails installed along the edges of the rain gardens at the Julia M. Carson Transit Center for increased safety. This project will be a collaboration of Capital Project and Facility Maintenance teams.
- Installation of additional electric vehicle chargers for Purple Line vehicles will take place at 1501 W. Washington in 2023.

Respectfully submitted,

Jennifer Pyrz

Chief Development Officer

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Public Affairs Division Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Public Affairs Officer Lesley Gordon
Date: March 23, 2023

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR February 2023

ISSUE:

A report of IndyGo Public Affairs will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Lesley Gordon
Chief Public Affairs Officer

Attachments

Contributing Staff includes:

Lesley Gordon, Chief Public Affairs Officer
Carrie Black, Director of Communications
Jordan Patterson, Special Programs Manager
Renee Walker, Outreach Specialist
Ashlynn Neumeyer, Communications Specialist
Ashley Wright, Creative Design Specialist
Ari Kasle, Digital Media Specialist

February 2023 *Board Report*



IndyGo
SM

INDYGO.NET WEBSITE STATISTICS:

02/1/2023-02/28/2023

Page Views	190,090
Bounce Rate	46.57
New Users	27,233
Returning Users	55,310
Total Sessions	82,543
Total Monthly Sessions Comparison to Previous Year	(Down) 6.8%

Mobile Share

Date	Mobile	Desktop	Tablet
Feb-23	82.06%	19.15%	1.00%
Jan-23	82.35%	16.65%	1.00%
Dec-22	84.16%	19.15%	1.00%
Nov-22	83.32%	15.60%	1.08%
Oct-22	82.56%	16.06%	0.84%
Sept-22	82.31%	16.76%	0.93%
Aug-22	83.15%	15.96%	0.89%
July-22	83.75%	15.37%	.88%
June-22	81.68%	17.42%	.89%
May-22	82.02%	17.01%	.96%
April-22	80.38%	18.62%	1.00%
Mar-22	79.82%	18.70%	1.48%
Feb-22	77.05%	21.07%	1.88%
Jan-22	79.30%	19.49%	1.20%
Dec-21	81.26%	17.43%	1.31%

Media Mention Highlights

INDIANA NEWS
IndyGo announces 38th Street closure for Purple Line construction; community outreach events
 By: Matt Chisley
 Posted: Feb 1, 2023 / 10:27 PM EST
 Updated: Feb 1, 2023 / 10:27 PM EST

INDIANAPOLIS — A stretch of 38th Street between Emerson and Shadeland avenues will be closed for 130 days as part of construction for IndyGo's Purple Line.

IndyGo stated the construction will be for roadway and drainage improvements. One eastbound lane will remain open while the westbound lanes of 38th Street between Emerson and Shadeland will be closed.

The sooner you file, the sooner you get your refund.

WTMR 4.1 News Weather Sports VERIFY

IndyGo announces route changes and schedule adjustments

Photo by: Courtesy of IndyGo

By: Jacqueline White
 Posted at 12:57 PM, Feb 10, 2023 and last updated 12:59 PM, Feb 10, 2023

INDIANAPOLIS — IndyGo announces bus route changes

Working For You
 If you have a problem and need help getting results, connect with WRTV by emailing us at workingforyou@rtv6.com or filling out the form below.

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WTMR 4.1 News Weather Sports VERIFY

LIVE DOPPLER 13 RADAR CORONAVIRUS ADVERTISE WITH US SEND THE LOVE 13 I

IndyGo offering free rides Saturday for Transit Equity Day

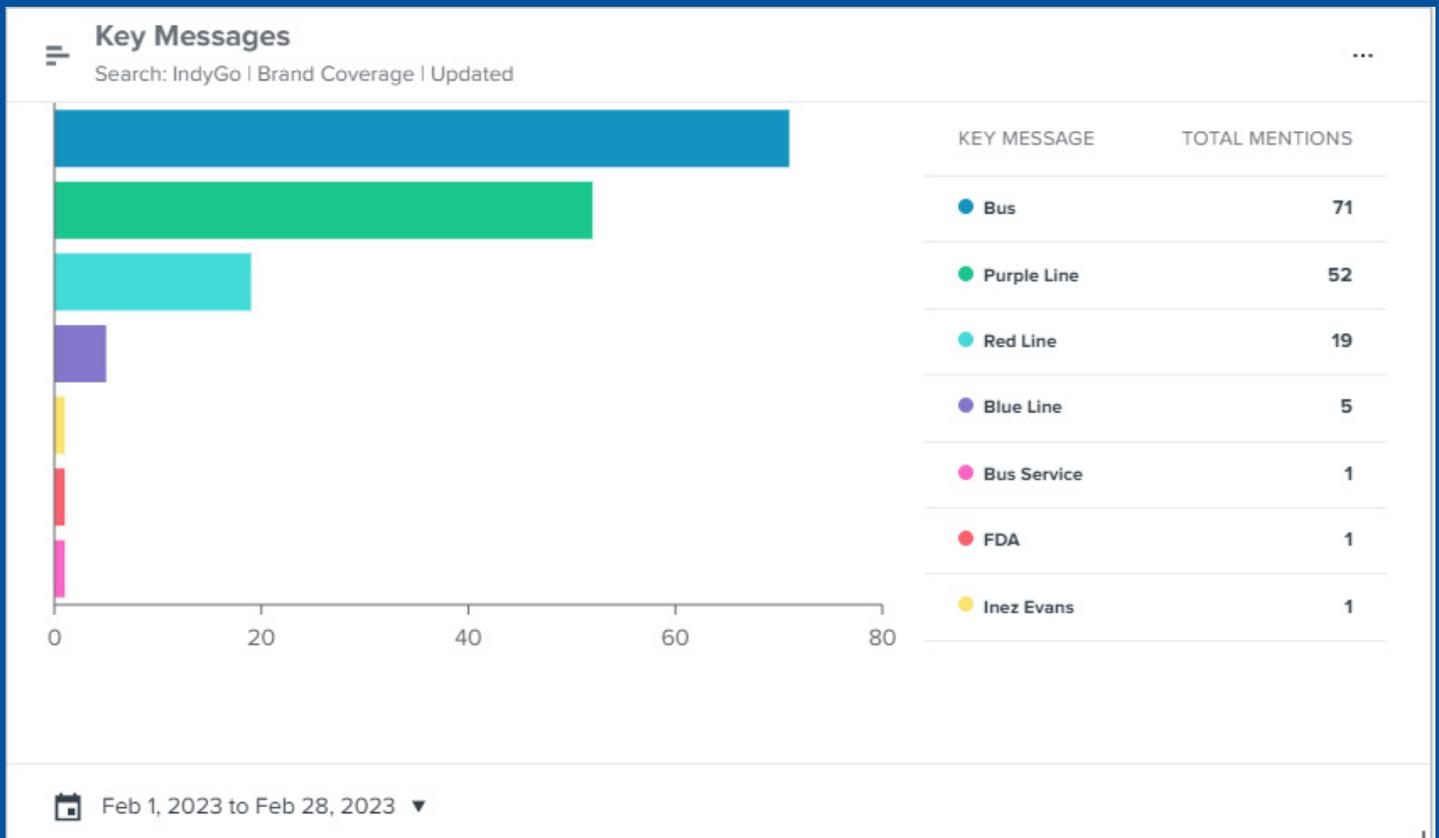
Transit Equity Day is celebrated each year on Feb. 4 to mark the birthday of Rosa Parks.

LOCAL NEWS

Topics Include:

Media coverage for February 2023 featured a variety of frequently discussed stories. IndyGo's Purple Line outreach dominated coverage, as team members hosted outreach events to inform the public about the upcoming 130-day construction closure happening from Emerson to Shadeland avenues. The topic was featured 40 times in the media. Route changes for the February Pick were the second most popular topic, as the media mentioned the changes 24 times. Seven articles were also published about the IndyGo Foundation sponsoring free rides on Transit Equity Day Feb. 4. Altogether, IndyGo was mentioned more than 130 times in the media in February, with 22% of the articles containing a positive sentiment and 78% containing a neutral sentiment. Here's a brief coverage summary:

Here's a brief coverage summary:

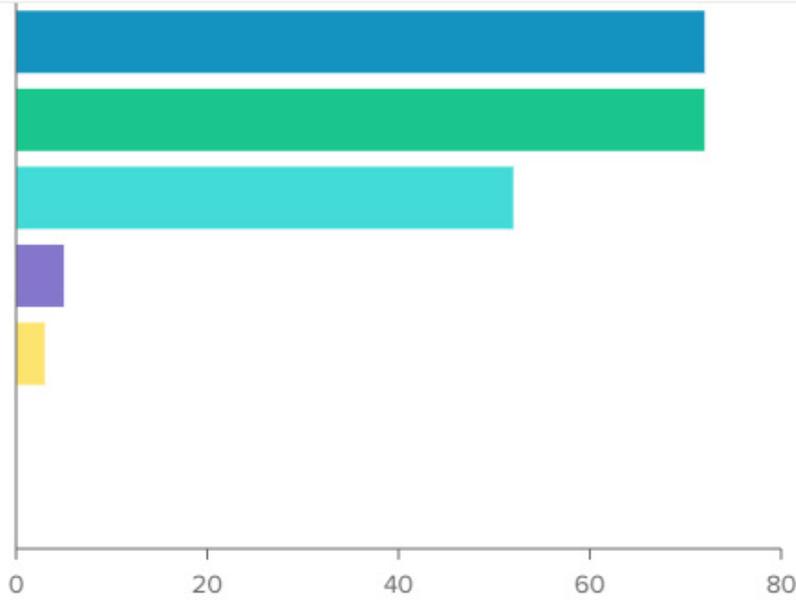




News Coverage



Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

Media: TV & Radio	72
Media: TV Only	72
Media: Online News	52
Media: Licensed Print	5
Media: Blogs	3
Media: Non-Licensed Print	0
Media: Radio Only	0

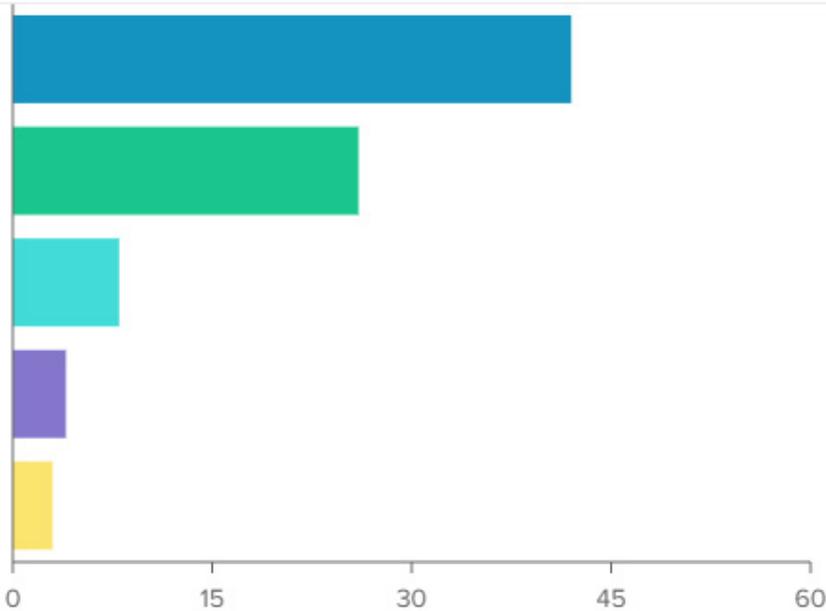
Feb 1, 2023 - Feb 28, 2023



Media Performance Metrics



Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

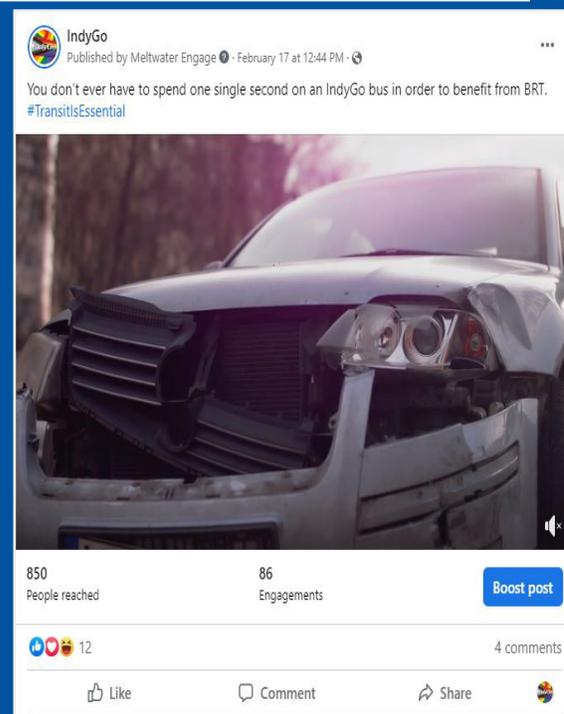
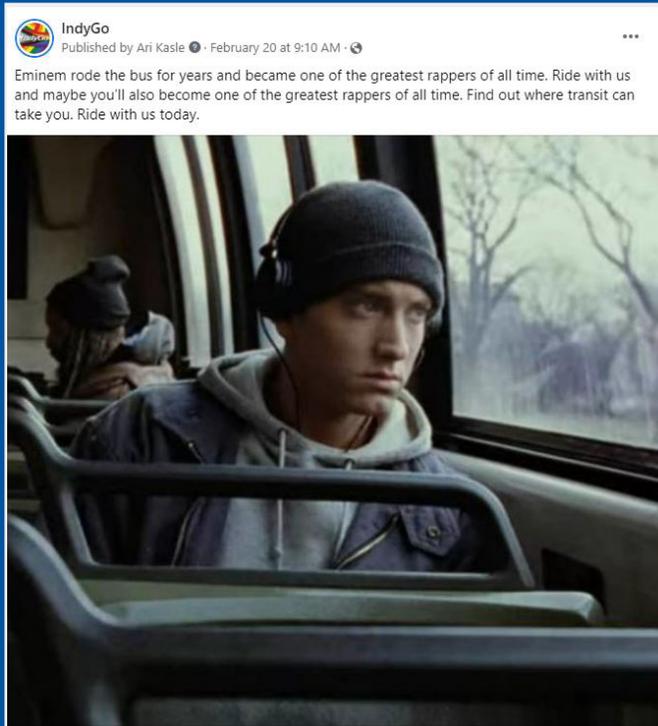
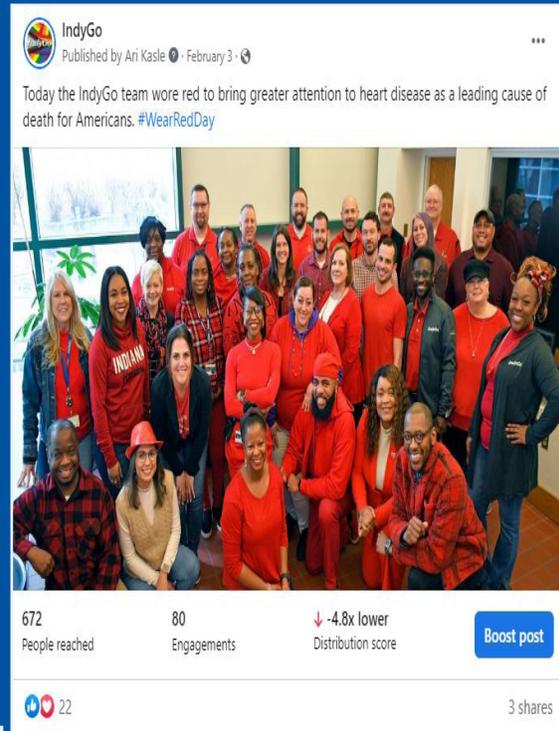
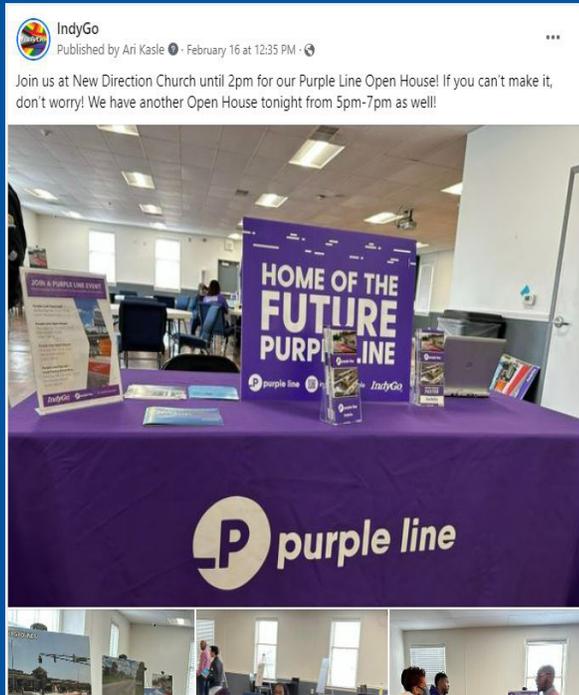
Feature Mentions	42
Headline Mentions	26
Target Publications	8
Top Tier Readership	4
High Performing Articles	3

Feb 1, 2023 to Feb 28, 2023

Social Performance:

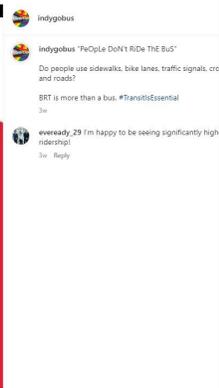
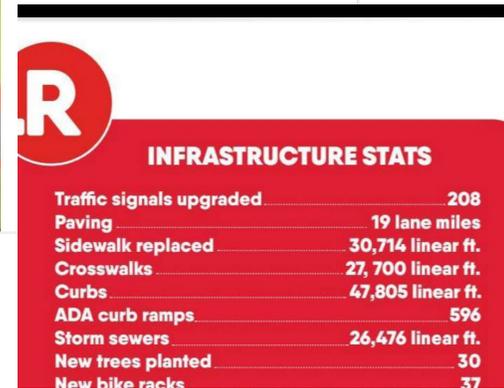
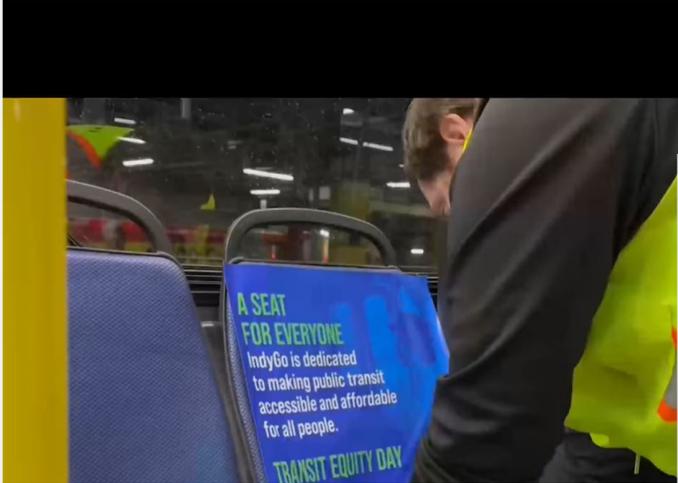
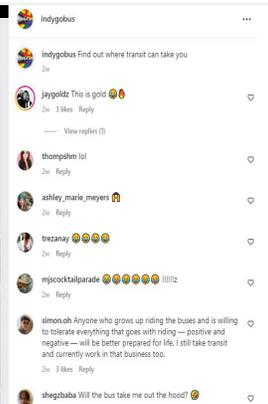
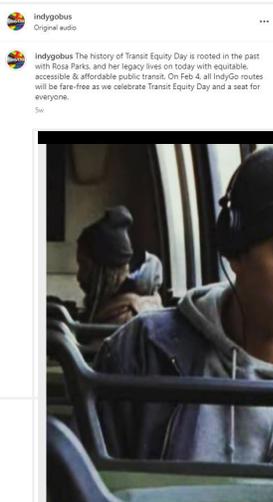
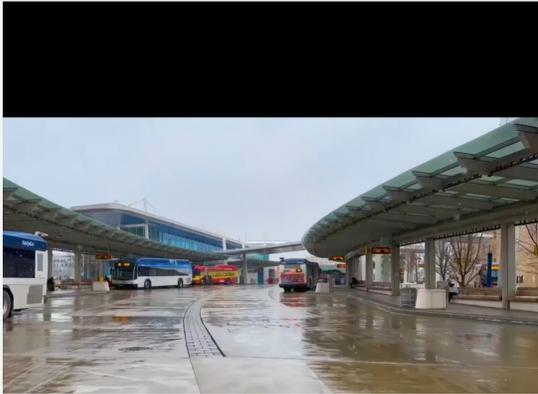
Facebook

- Had a total of 108,000 organic impressions (57,400 more than in January)
- 11,200 post engagements (5,290 more than in January)
- 11,500 page likes
- 12,874 current followers (106 more than in January)



Instagram

- Generated 19,400 impressions
- 817 total engagements
- 5.3% engagement rate
- 3,651 current followers (45 more than in January)



Twitter

- Had a total of 110,300 organic impressions (27,400 more than in January)
- Earned an average of 3,900 impressions per day (1,200 more than in January)
- 143 Retweets, 1,000 likes, 34 replies, 143 link clicks, 3.9% engagement rate (0.9% higher than January)
- 6,535 current followers (58 more than in January)

IndyGo
@IndyGoBus

Eminem rode the bus for years and became one of the greatest rappers of all time. Ride with us and maybe you'll also become one of the greatest rappers of all time. Find out where transit can take you. Ride with us today.

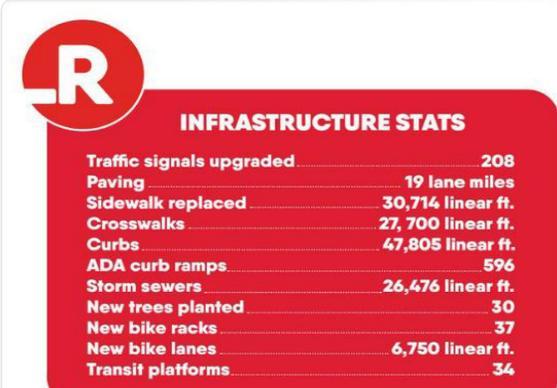


IndyGo
@IndyGoBus

“PeOpLe DoN’t RiDe ThE BuS”

Do people use sidewalks, bike lanes, traffic signals, crosswalks and roads?

BRT is more than a bus. #TransitIsEssential



INFRASTRUCTURE STATS	
Traffic signals upgraded	208
Paving	19 lane miles
Sidewalk replaced	30,714 linear ft.
Crosswalks	27,700 linear ft.
Curbs	47,805 linear ft.
ADA curb ramps	596
Storm sewers	26,476 linear ft.
New trees planted	30
New bike racks	37
New bike lanes	6,750 linear ft.
Transit platforms	34

IndyGo
@IndyGoBus

In honor of National Pokémon Day, we at IndyGo wanted to give you a peek behind the curtain when it comes to the proprietary charging technology for our eGen Flex Buses. #PokemonDay 🎮



0:28 945 views

8:53 AM · Feb 27, 2023 · 4,698 Views

View Tweet analytics Promote

6 Retweets 6 Quote Tweets 28 Likes

IndyGo
@IndyGoBus

The history of Transit Equity Day is rooted in the past with Rosa Parks, and her legacy lives on today with equitable, accessible & affordable public transit. On Feb 4, all IndyGo routes will be fare-free as we celebrate Transit Equity Day and a seat for everyone.



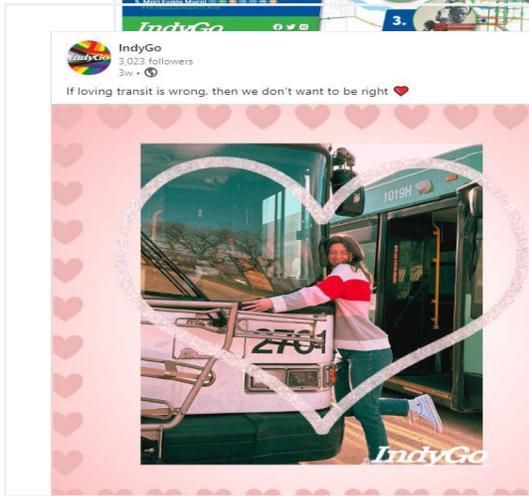
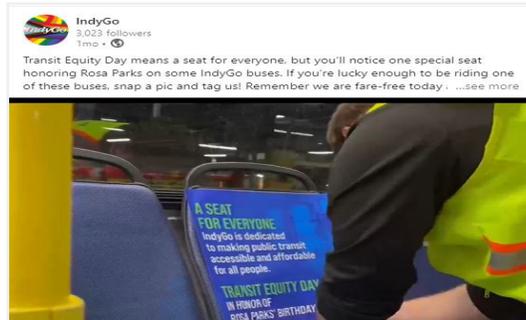
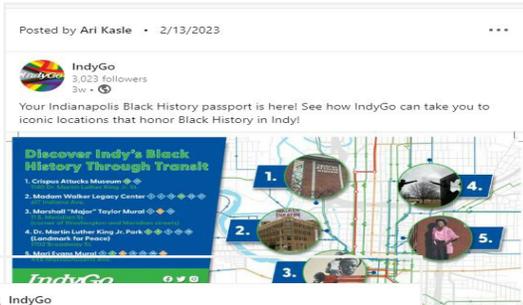
0:33 987 views

8:11 AM · Feb 1, 2023 · 3,906 Views

View Tweet analytics Promote

LinkedIn

- Generated 10,900 impressions
- 571 total engagements
- 8.6% engagement rate (0.4% higher than in January)
- 37 new followers; 3,023 total followers



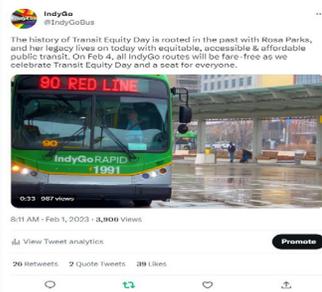
Video Data

Total Views in February: 31,780

Top 3 February Videos

- Transit Equity Day- 7,322 total views
- Seat Vinyl Wrapping- 6,221 total views
- National Pokémon Day- 6,072 total views

Top Post
74,013 impressions
8,979 engagements
290 Likes
3399 Shares



Email Marketing:

NEWSLETTER

- 10,369 Recipients
- 3.17% CTR
- 7.29% Open rate (Up 3.23% from January)

CREATIVE PROJECTS

- 36 requests completed via SysAid & email in February.

February 2023

**IndyGo Foundation Sponsors Fare-free Service
February 4, in Celebration of Transit Equity Day**

**TRANSIT EQUITY DAY
IN HONOR OF
ROSA PARKS' BIRTHDAY**

**FREE FARE
SATURDAY, FEB. 4**

Sponsored by the IndyGo Foundation

IndyGoSM

IndyGo is offering free rides Saturday, Feb. 4, to recognize Transit Equity Day and the importance of ensuring there's a seat for everyone on public transportation.

Transit Equity Day is a national day of action to promote equity in transit that is safe, reliable and accessible for all. It is celebrated on Rosa Parks' birthday. Parks was born on Feb. 4, 1913, and was a civil rights icon and activist. When instructed to move to the back of a Montgomery, Alabama, city bus in 1955, she refused. While she was not the first

Outreach Summary: February 2023

In February, IndyGo hosted or attended 13 events and reached nearly 65,500 people through in-person and digital engagement. Outreach focused on preparing the community for the next phase of Purple Line construction on 38th Street.

IndyGo offered several opportunities to the community to learn more about the Purple Line project and construction impacts. This included a virtual town hall, two open houses and a pop-up and food pantry drive-thru serving more than 150 families. IndyGo also canvassed more than 500 residences. Prior to the Purple Line public outreach campaign, IndyGo engaged more than 20 community stakeholders along the corridor to inform them of upcoming impacts and request support in sharing information with their constituents.

Transit Ambassadors continued to extend IndyGo's outreach efforts in the community, engaging approximately 130 community members at the Carson Transit Center and on buses impacted by Purple Line construction.

IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In February, IndyGo received 65,615 impressions and created seven posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



OUTREACH PROJECTS

February 2023 Events:

Date:	Event:
2/1/2023	Purple Line Corridor Advisory Committee Meeting
2/7/2023	Purple Line Transit Talk: East 38th Street Library
2/8/2023	CAFE QOL Economic Development Meeting
2/10/2023	Purple Line Rider Outreach: Route 39
2/13/2023	Purple Line Rider Outreach: Route 39
2/14/2023	H.O.P.E. Team Meeting
2/14/2023	Purple Line Rider Outreach: Route 39
2/15/2023	Virtual Purple Line Town Hall
2/16/2023	Purple Line Public Open House: Afternoon
2/16/2023	Purple Line Public Open House: Evening
2/18/2023	Purple Line Pop-up and Food Pantry Drive-thru
2/21/2023	Purple Line Transit Talk: East 38th Street Library
2/25/2023	Community Event: Housing our People



Operations Division Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Operating Officer Aaron Vogel
Date: March 23, 2023

OPERATIONS DIVISION REPORT – February 2023

SERVICE PLANNING

SCHEDULING:

Operator Service Bid 2302 took February 12, 2023. As outlined in the Marion County Transit Plan and the current COA, Route 3 service was extended to Beachway Drive/10th Street to connect to Route 10, Route 6 service now ends at 30th Street, and Route 34 added service on 29th/30th to Clifton to replace the Route 6 service on Clifton. These changes have been positively received.

For the first time, a full-service Bid was completed using Hastus BidWeb. Using the Hastus Self-Service online portal, operators can see all available work/details and make selections from a computer or smartphone. BidWeb, allows operators to have more information and transparency in their chosen work. BidWeb was a huge success. We will use BidWeb for our first holiday Bid starting in May for Memorial Day.

PLANNING

LOCAL BUS STOP DESIGN & CONSTRUCTION:

The Service Planning team completed conceptual layouts for bus stop improvements on the near east side. The Service Planning team met with Indianapolis DPW to discuss the stop improvements and gain consensus. Lochmueller will design the stops with grant funds awarded to IndyGo through a \$670,000 FTA grant from the Areas of Persistent Poverty grant program. This design work will begin in 2023, with construction expected in 2024. The Service Planning team has also worked with IPTF to submit an AARP grant application to help fund the installation of a new shelter at a recently constructed bus stop.

PURPLE LINE CONSTRUCTION DETOURS

Service Planning staff is assisting IndyGo Transportation Operations staff in preparing for and executing detours related to Purple Line construction. This includes coordinating detour routing, and temporary bus stops to maintain service along the East 38th Street project corridor.

FIXED ROUTE RIDERSHIP:

Feb-22	Feb-23	% Change	IndyGo Fixed Route Ridership	2022 YTD	2023 YTD	% Change
4,275	6,557	53.4%	2 E. 34th St.	8,945	15,402	72.2%
14,390	20,318	41.2%	3 Michigan St.	29,802	40,800	36.9%
3,991	7,405	85.5%	4 Fort Harrison	8,260	14,405	74.4%
8,052	8,503	5.6%	5 E. 25th	16,132	16,465	2.1%
5,178	5,484	5.9%	6 N. Harding	9,826	12,454	26.7%
59,813	73,296	22.5%	8 Washington St.	123,451	150,277	21.7%
42,366	53,795	27.0%	10 10th St.	85,772	107,082	24.8%
2,438	2,883	18.3%	11 E. 16th St.	4,588	5,704	24.3%
1,686	2,192	30.0%	12 Minnesota	3,426	5,441	58.8%
1,384	1,905	37.6%	13 Raymond	2,525	4,307	70.6%
2,607	5,445	108.9%	14 Prospect	5,099	11,574	127.0%
5,991	9,270	54.7%	15 Riverside	12,355	17,256	39.7%
6,017	7,085	17.7%	16 Beech Grove	11,762	14,506	23.3%
2,551	3,345	31.1%	18 Broad Ripple	4,936	7,269	47.3%
10,197	14,208	39.3%	19 Castleton	21,000	29,153	38.8%
7,741	8,079	4.4%	21 East 21st St.	17,030	17,490	2.7%
5,289	5,608	6.0%	24 Mars Hill	10,806	11,345	5.0%
4,668	6,651	42.5%	25 W. 16th St.	9,797	13,354	36.3%
6,757	10,309	52.6%	26 Keystone	13,685	20,462	49.5%
4,609	5,570	20.9%	28 St. Vincent	9,787	11,033	12.7%
3,396	4,715	38.8%	30 30th St.	6,855	8,696	26.9%
4,765	5,665	18.9%	31 Greenwood	9,524	11,807	24.0%
11,614	15,160	30.5%	34 Michigan Rd.	23,395	31,227	33.5%
16,389	21,154	29.1%	37 Park 100	33,635	41,827	24.4%
8,886	11,269	26.8%	38 Lafayette Square	18,083	22,149	22.5%
36,156	46,002	27.2%	39 E. 38th St.	76,227	94,363	23.8%
1,966	3,157	60.6%	55 English	4,100	6,653	62.3%
3,272	4,481	36.9%	86 86th Street Crosstown	7,108	9,065	27.5%
5,397	6,858	27.1%	87 Eastside Circulator	11,204	13,497	20.5%
69,326	78,098	12.7%	90 Red Line - BRT	138,995	158,670	14.2%
789	969	22.8%	901 College - Local	1,533	1,432	-6.6%
2,965	4,962	67.4%	902 County Line - Local	6,558	11,393	73.7%
542	656	21.0%	Others	652	1,172	79.8%
365,463	461,054	26.2%	Total	746,853	937,730	25.6%

YTD ridership may be updated from prior periods due to buses probed after the 10th of the month.

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH FEBRUARY:

LEO SCOTT #5447– COACH OPERATOR

Mr. Scott is professional in his appearance. Mr. Scott is professional in his conduct. He is always willing to assist when asked. He recently helped with a pull-off of a bus that was involved in an accident. While doing so, he was very helpful in assisting with getting other buses through the accident scene.

90% CLUB:

The following operators achieved an on-time performance rating of 90% or better during the month. The names are entered into a drawing held each month from this group of Operators. The winner receives an extra personal day.

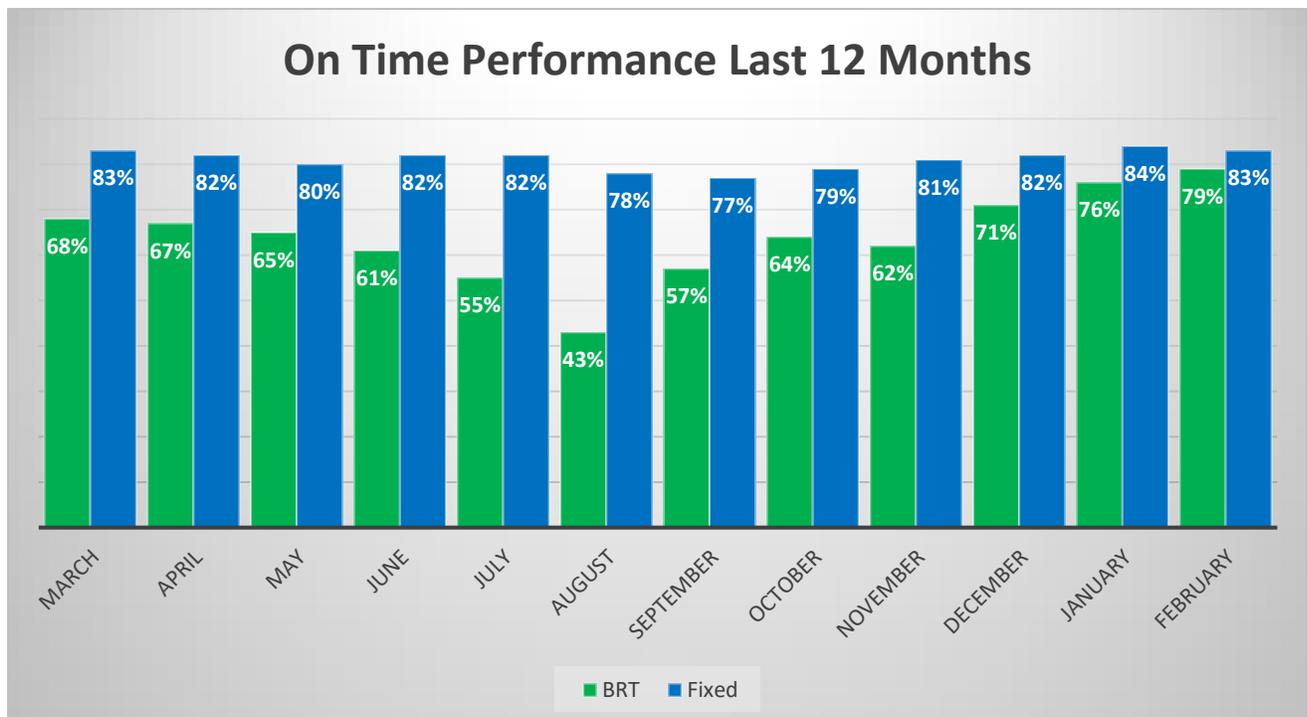
The winner for February: DEBORAH CARTER #8953

Edwards, Monei
 Starkey, Catherin
 Dowdell, Sherri
 Badiane, Ngary
 Baine, Tenisha
 Reed, Byron
 Young, Samuel
 Anderson, Rose
 Mcleod, Timothy
 Hook, Sandra
 Bradford, Keary
 Murray, Beth

Thomas, Marique
 Gardner, Onesha
 Thomas, Myron
 Wilson, Patricia
 Houston, Floyd
 Gray, Patrick
 Robertson, Wesle
 Kingra, Jaswaran
 Reintjes, Peter
 Harrison, Michael
 Carter, Deborah
 Rosario Gonzalez,

Mallory, Kevin
 Frierson, Razhear
 Harrell, Douglas
 Ellis, Aaron
 Choctaw, Mary
 Smith, Tamara
 Taylor, Richard
 Mason, Rodney
 Wilson, James
 Clark, Keana
 Rowe, Patrick
 Jacobs, Thomas

Mitchell-Grant, Mary
 Hartwell, Geneva
 Haywood, Cameron
 Abebe, Samuel
 Chest, Mornice
 Turner-Woods, Raveen
 Goodrich, Steven
 Vinson, Cherika



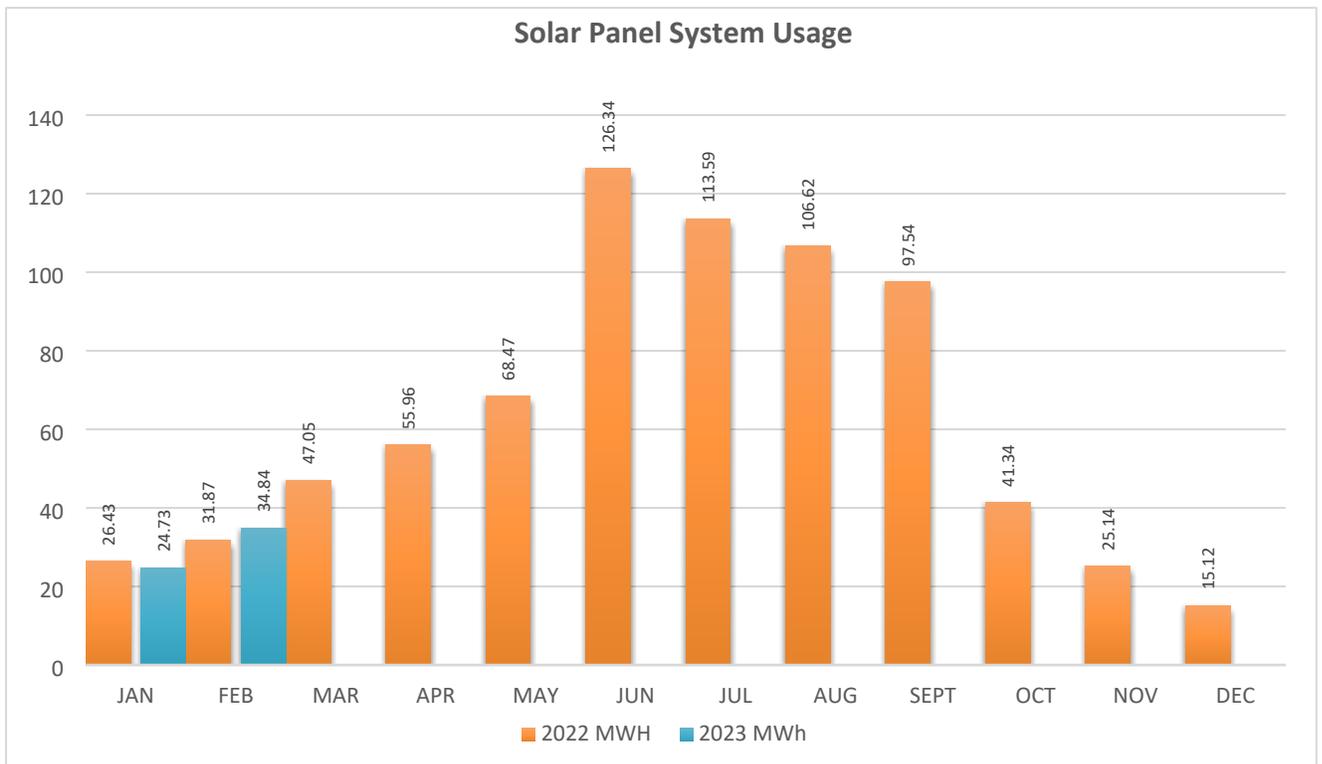
VEHICLE MAINTENANCE AND FACILITIES SERVICES

FACILITIES:

SOLAR PANEL

For the month of February there was an increase in daylight saving hours and it had a small impact the 4,300 solar panel arrays on the roof at the 1501 main office building. The panels produced a slightly lower KWH output versus prior year.

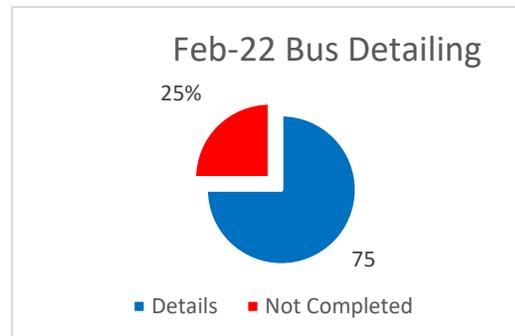
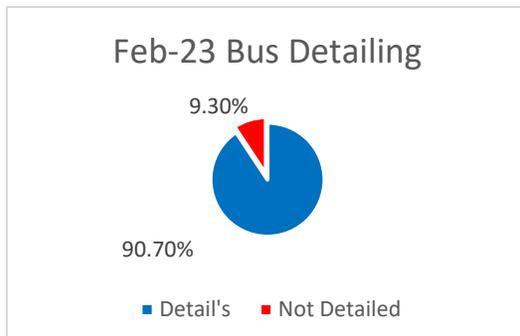
The solar energy savings for YTD are \$5,659.



FLEET SERVICES:

There were 21 vehicle requests in January for the motor pool

There were 166 buses detailed in February. The goal is to detail every bus at least once per month.



IPTC has logged 1,320,369 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	698,209	622,160											1,320,369
2022	700,999	650,213	739,093	710,879	716,446	710,305	727,197	739,434	697,268	724,728	701,692	713,636	8,530,890
2021	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	9,141,583

Fluid Usage Summary:

FLUID TYPE	FEB 2023	FEB 2022	FEB 2021
ATF (qt)	83	55	48
COOLANT (qt)	1,429	1,528	837
ENGINE OIL (qt)	408	313	124
DIESEL (gal)	115,251	115,438	130,611

FLEET PM COMPLIANCE	
MB PM A/B	93%
MB PM C	99%
BRT PM	94%

Mean Distance

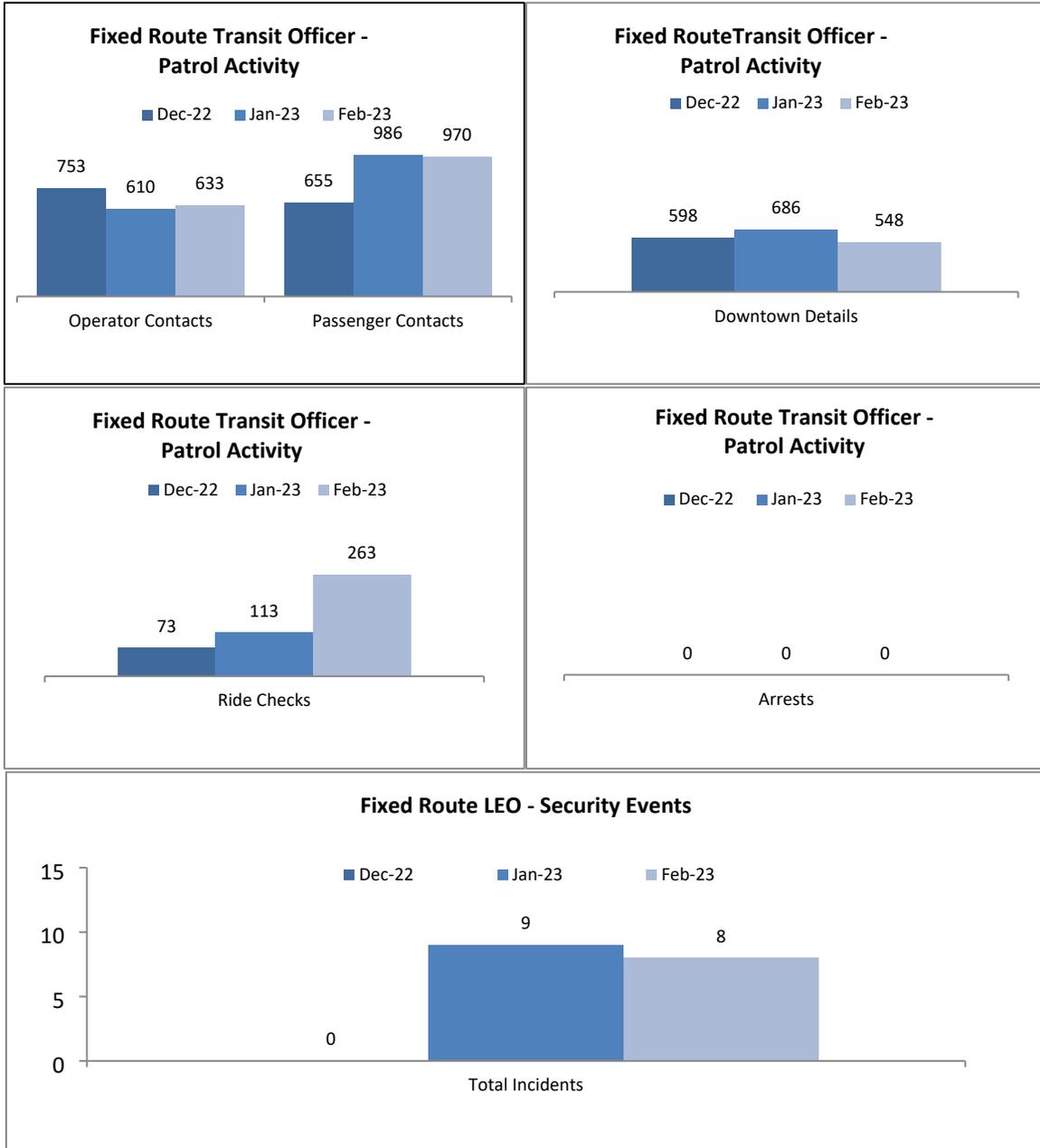
Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

	2023/1	2023/2	2023/3	2023/4	2023/5	2023/6	2023/7	2023/8	2023/9	2023/10	2023/11	2023/12
MAJOR	8491	7764										
ALL	6892	7083										
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
MAJOR	4848	4388	4436	3918	3107	3594	3495	3963	5029	7685	7170	8596
ALL	4377	3920	3911	3753	2984	3151	3064	3238	4373	6367	6765	6299
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
ALL	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038

SECURITY

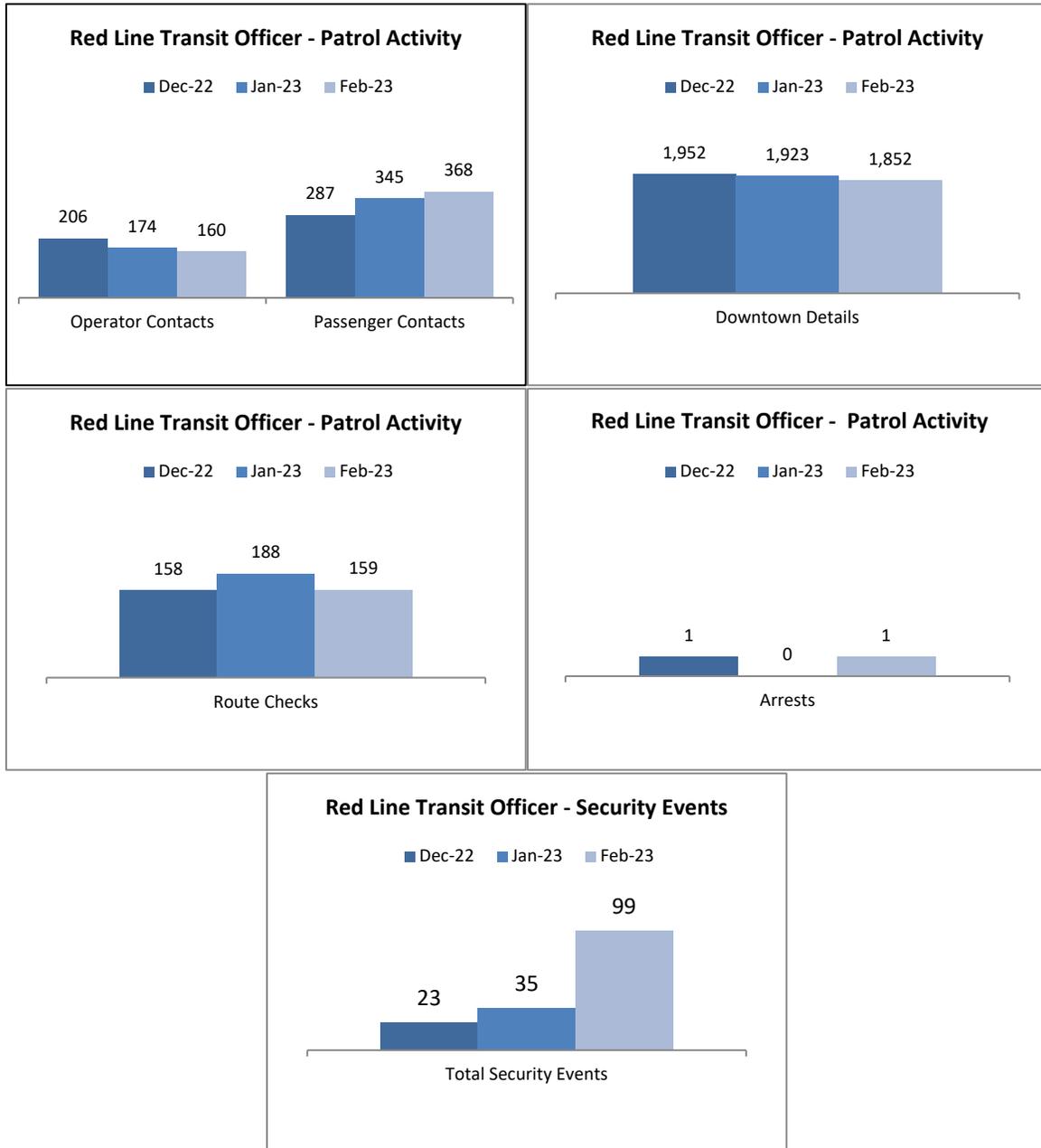
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE:



The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.

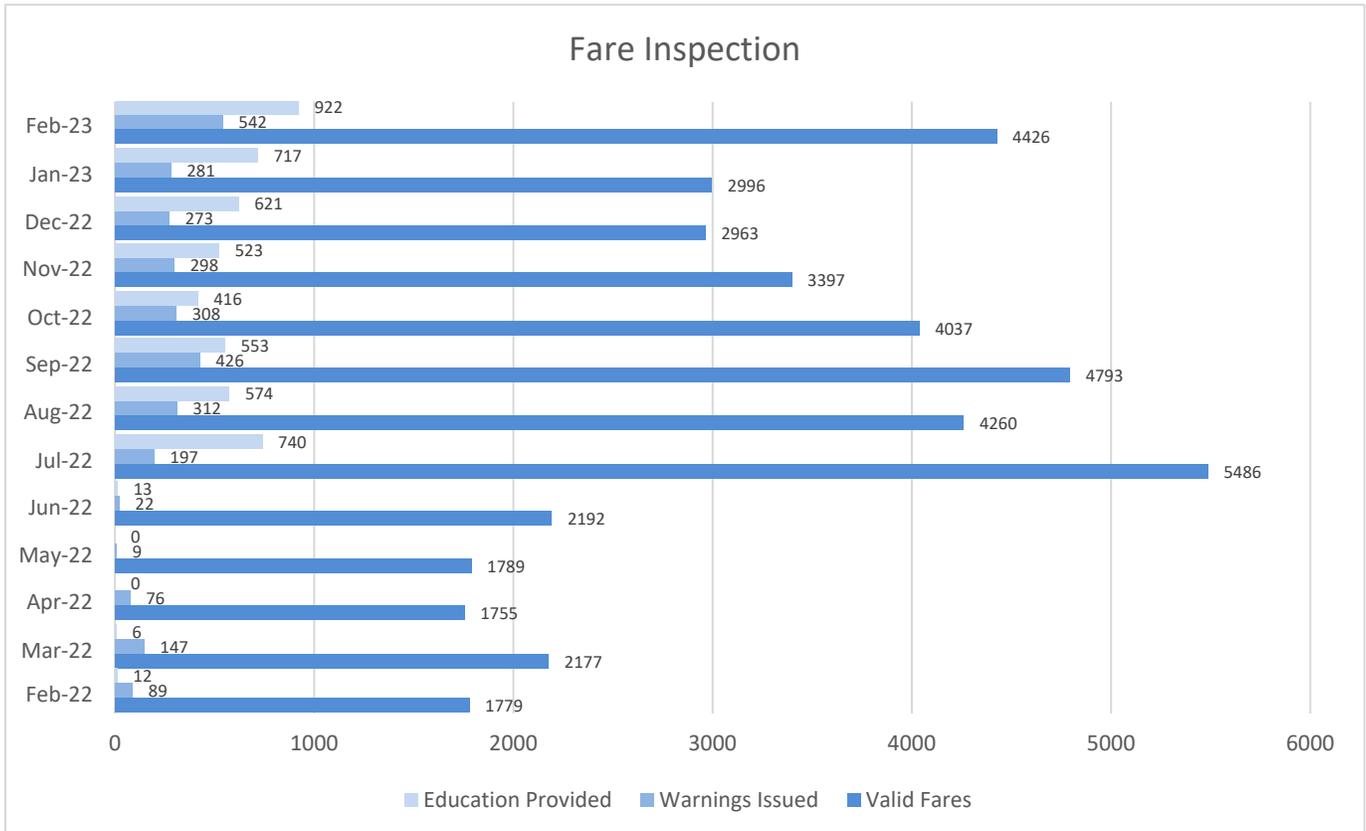
RED LINE SECURITY:



The charts above are the Red Line Security reports. These charts will show the LEO's activity on the Red Line Route. These charts will also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.

FARE INSPECTION REPORT:

The information below shows the fare inspection information, the chart shows passenger contacts representing passengers who had a fare when checked, notifications representing passengers who did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it shows education representing passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.

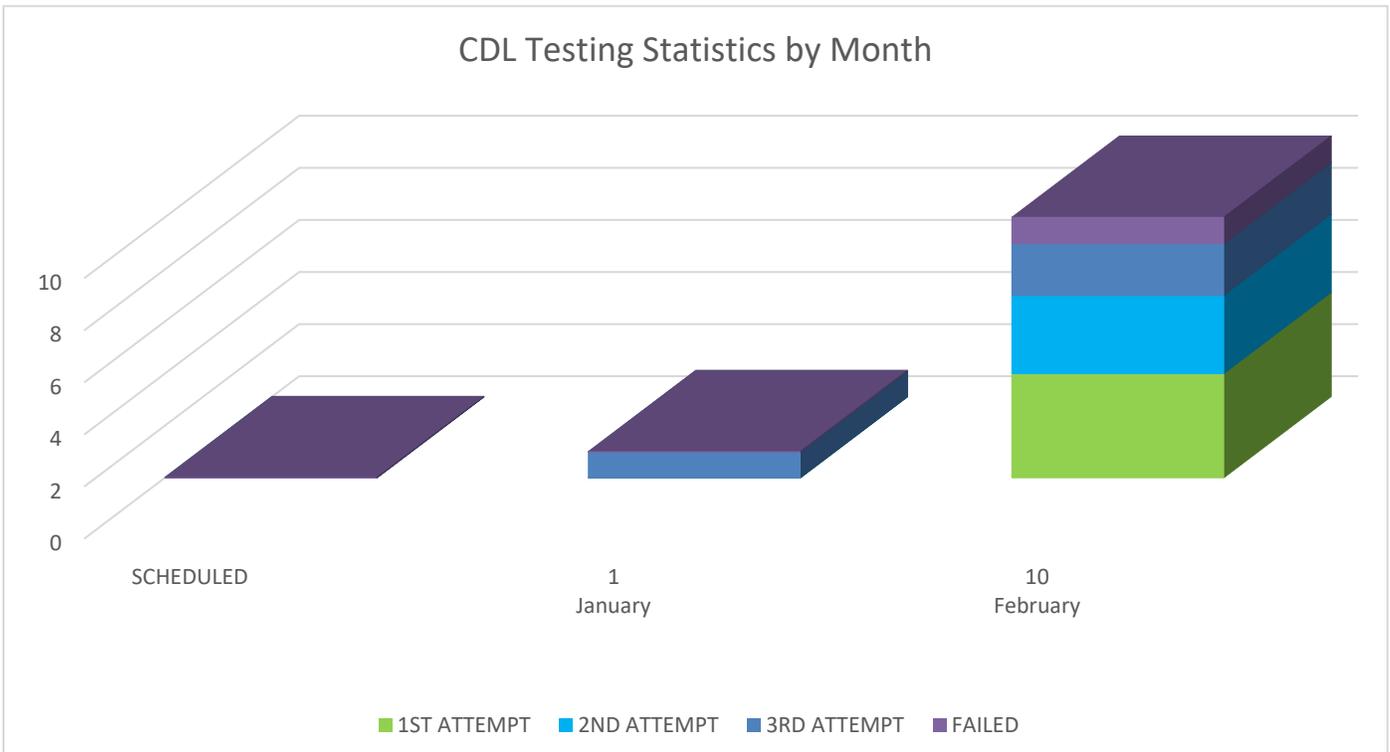
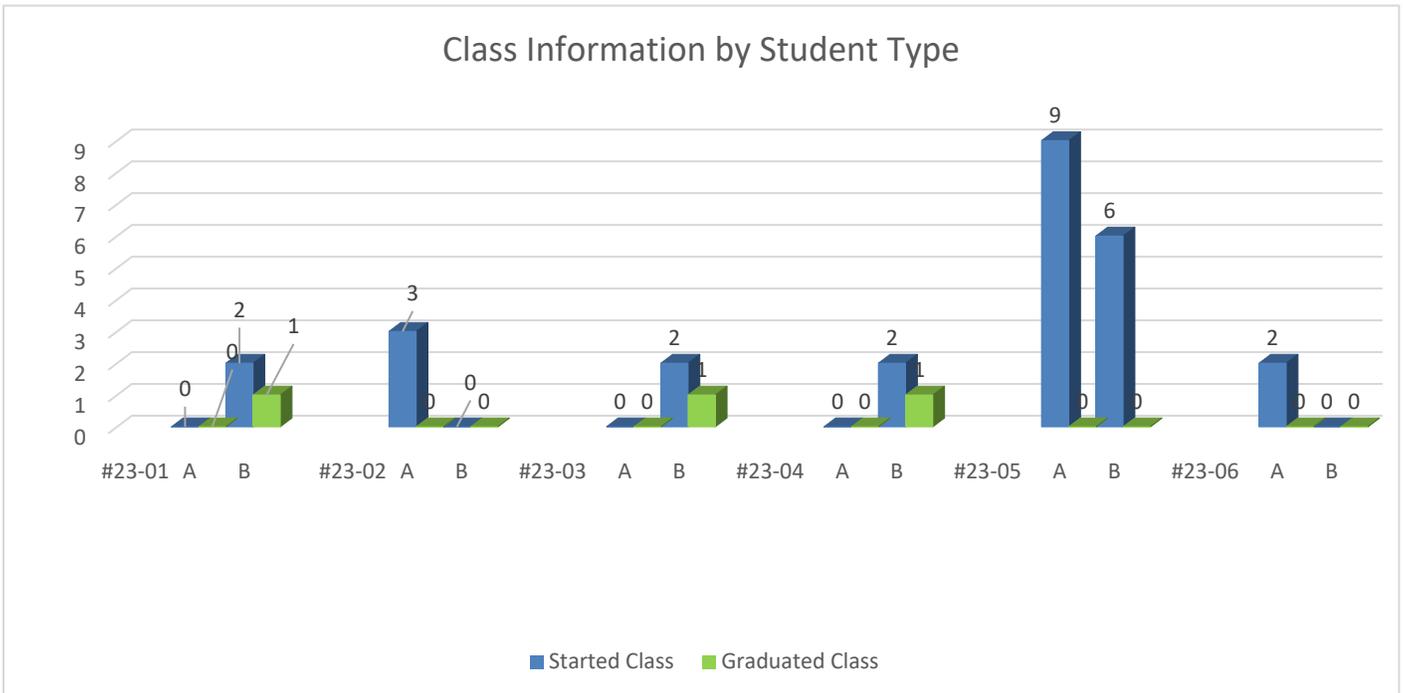


February	Passenger Contact	Notifications	Educations
Monthly	4426	542	922
Weekday	3852	471	804
Saturday	352	53	96
Sunday	222	18	22

2023 YTD	Passenger Contact	Notifications	Educations
Monthly	7422	823	1639
Weekday	6572	731	1453
Saturday	537	63	120
Sunday	313	29	33

Training

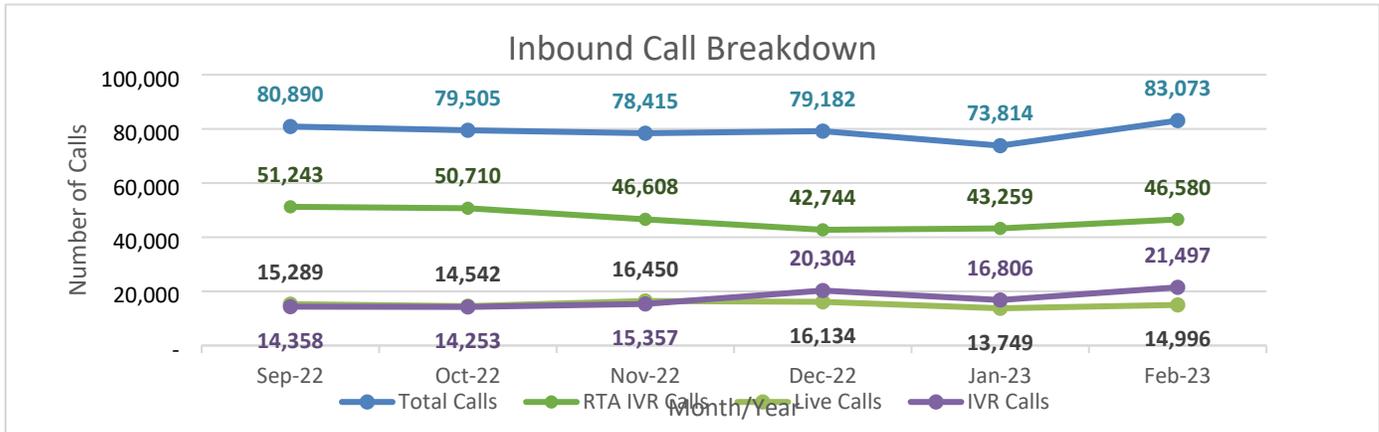
The chart below shows the number of Trainee A and Trainee B students that started each class. It also shows the number of students in each group that graduated.



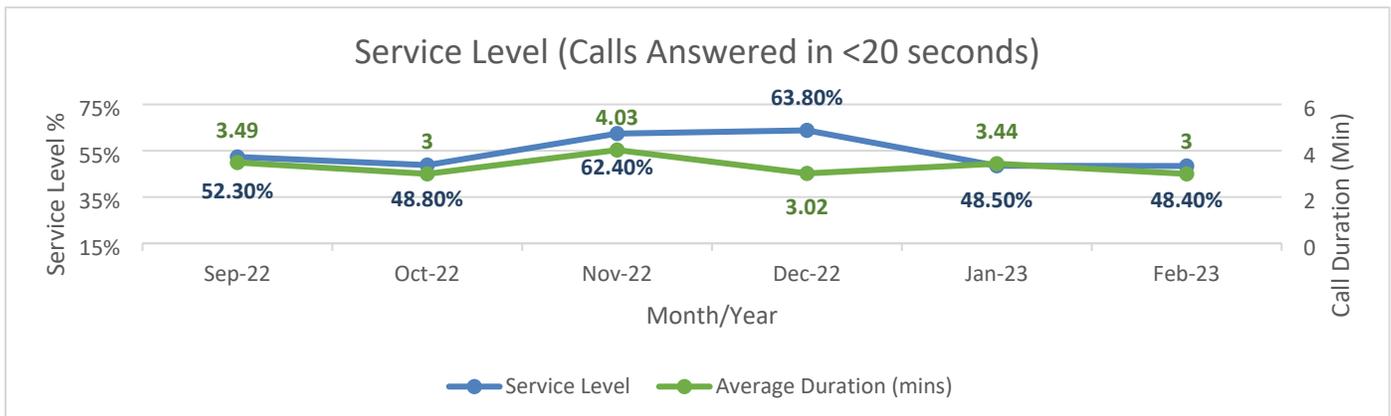
MOBILITY CARE CENTER AND PARATRANSIT REPORT:

Mobility Care Center and Paratransit Report:

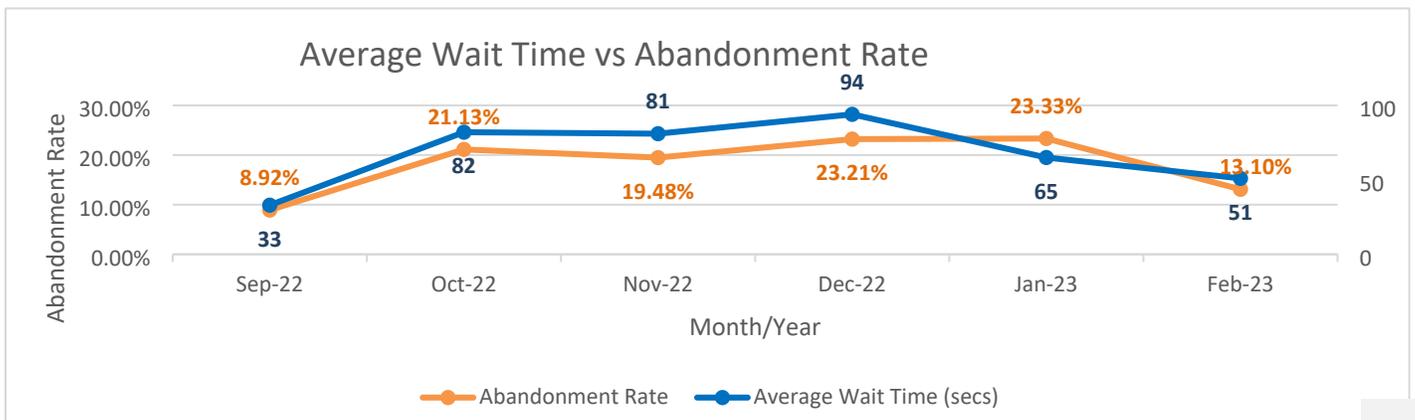
Total call volume has increased by approximately 12.5% from January 2023 to February 2023.



The average call duration decreased in February and is within the goal range of 3-5 minutes. Our service level metric slightly decreased, moving away from the goal of 80%. IndyGo Care Center Leadership will continue monitoring this and discuss staffing effects/expectations.



The Abandonment Rate is moving towards our goal of less than 5%. The average wait time is within the goal of less than one minute. Care Center Leadership will continue monitoring this and discuss staffing effects/expectations.



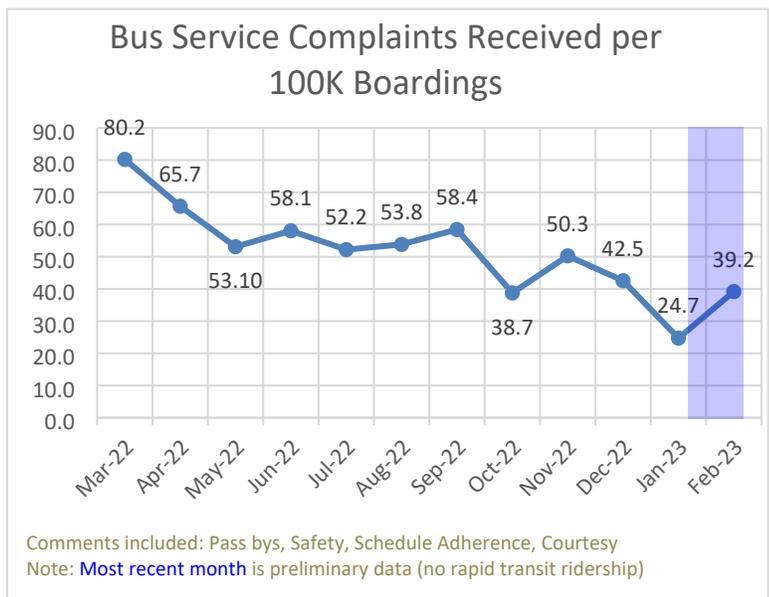
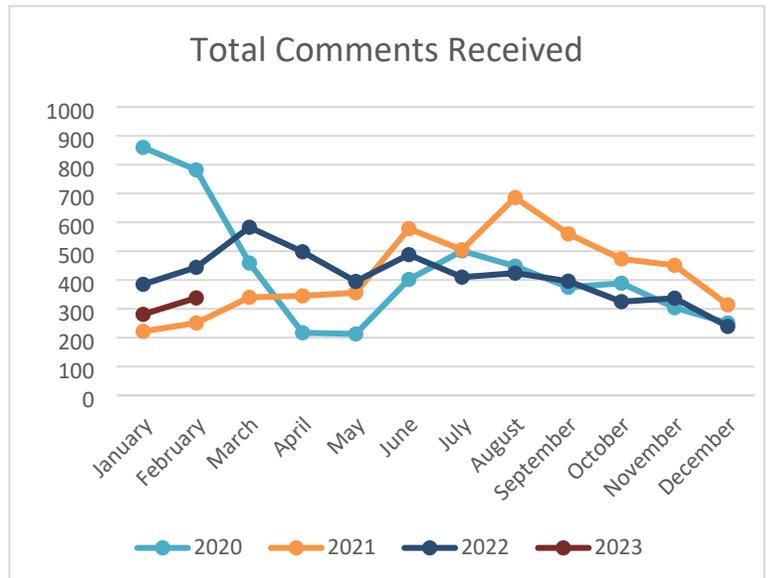
Received Comment Report:

The total number of comments received for February amounts to 338. This is a 20.3% increase from January at 281 comments.

Within the comments received, Schedule Adherence is the largest category contributing to 30.2% of the total comments for February.

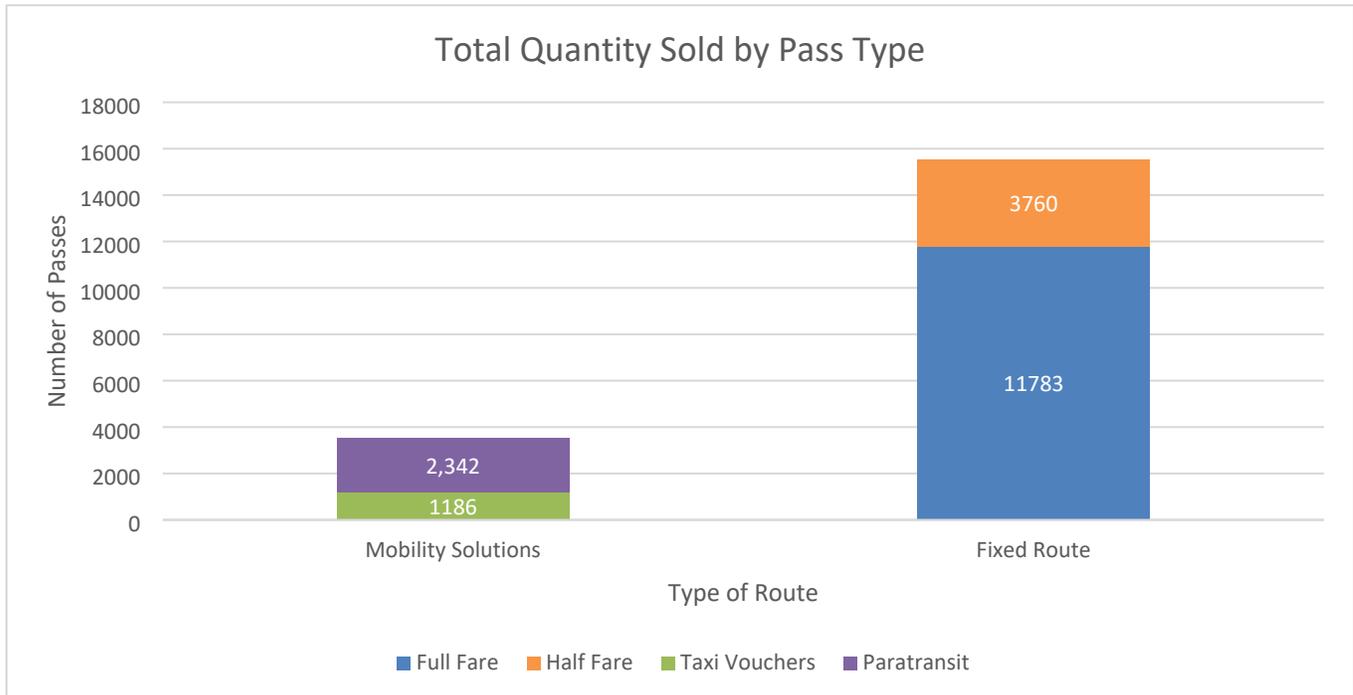
Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Category	Count of Comment
Schedule Adherence	102
Fares	40
Pass By	38
Safety	37
Courtesy	25
Rules	18
Route	11
Bus Stop	10
Customer Care Center	10
Compliment	9
ADA	8
Denial	6
Request	5
Security	4
Facility Maintenance	3
Detour	2
Fulfillment	2
Suggestion	2
Vehicle Maintenance	2
Do Not Use	1
Indy Connect	1
UZURV	1
Wrong Information Given	1
Grand Total	338



Care Center Desk and Sales Report:

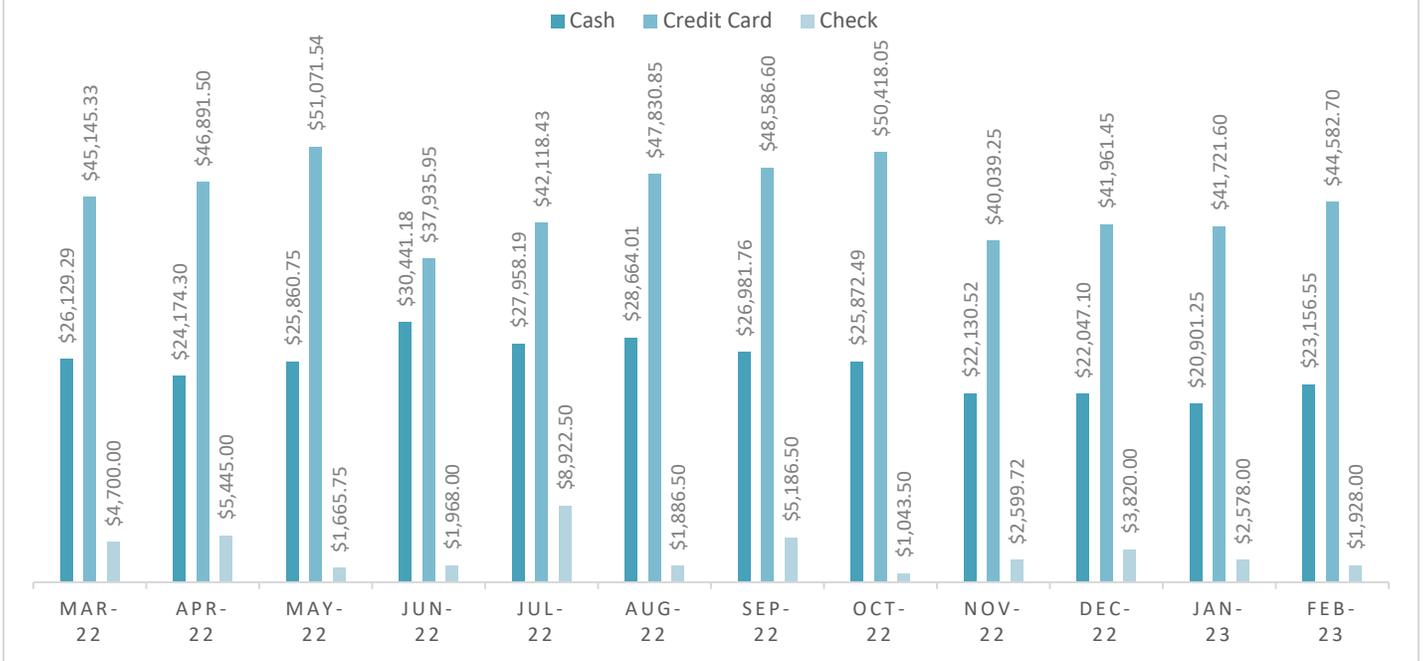
Total Quantity of Passes Sold: 19,1071



Payment Breakdown:

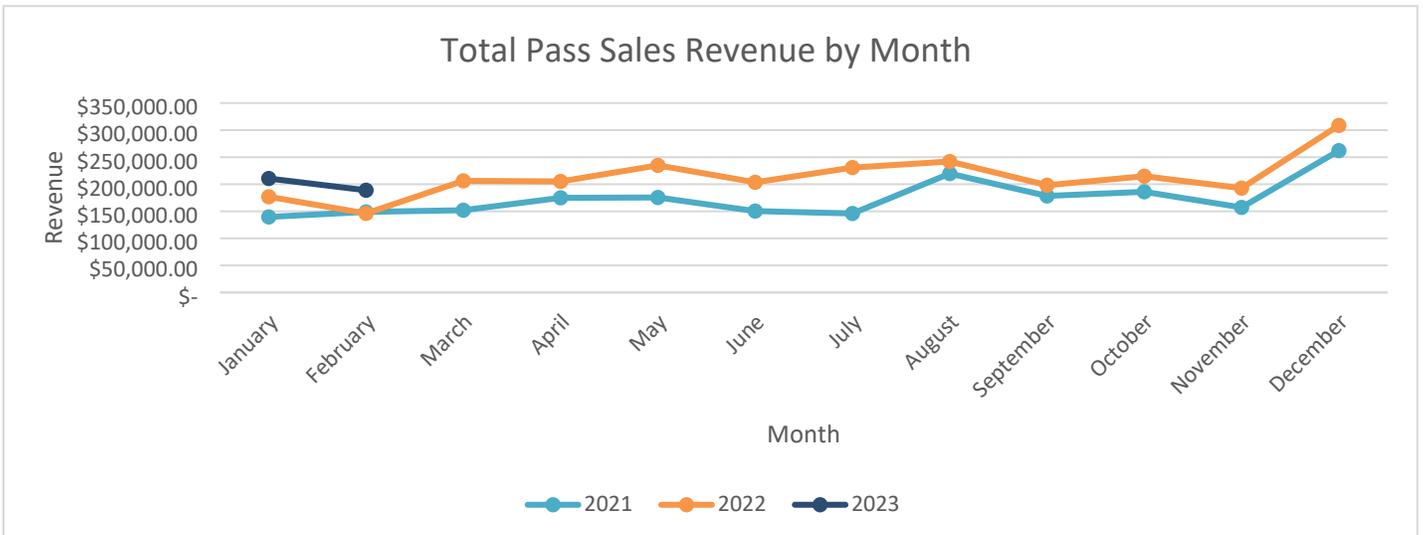
The Customer Care Center Desk experienced a 25.2% decrease in check sales. Cash sales increased by 10.8%, and credit card sales increased by 6.86%. IndyGo Care Center Leadership will continue to monitor.

RETAIL DESK PURCHASES BY PAYMENT TYPE LAST 12 MONTHS



Total Pass Revenue (Including eCommerce, Retail, and Invoice):

Total pass revenue experienced a 10.3% decrease from January to February.



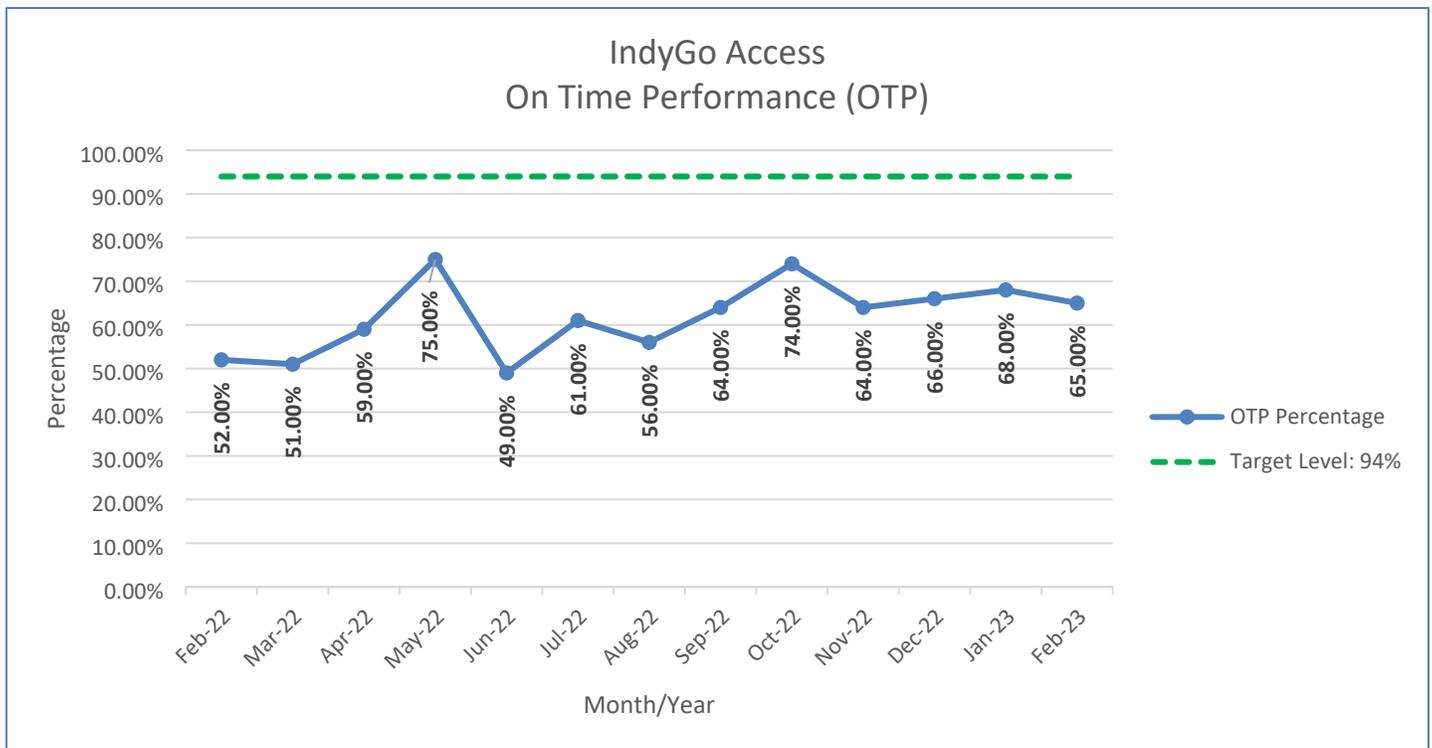
IndyGo Access Operating Statistics:

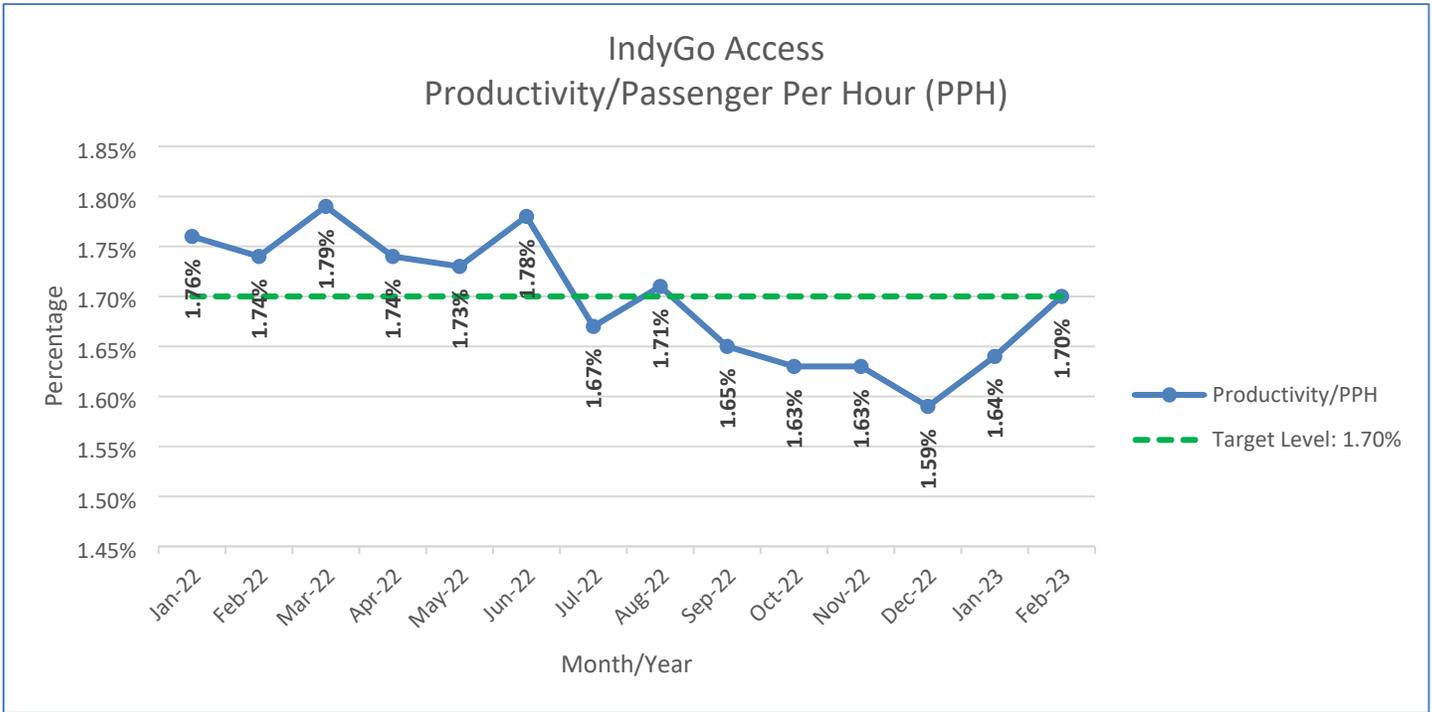
FTA mandates that transportation agencies report data through the National Transit Database (NTD). The following metrics are measured for our paratransit program. The data also provides valuable information to determine the number of paratransit vehicles to operate this service. In addition, trends are monitored and measured YOY to discuss abnormalities that occurred in the previous year, such as COVID-19.

The Mobility Services team continues to perform daily monitoring, on-site visits, and discussions regarding a

22-February	23-February	% Change	Mobility Solutions	YOY 2022	YOY 2023	% Change
8,705	10,732	23.3%	IndyGo Access Ridership	17,755	21,872	23.2%
52%	65%	25.9%	IndyGo Access On Time Performance	52%	57%	9.6%
1.74%	1.70%	- 2.29%	IndyGo Access Productivity	1.75%	1.75%	0%

proactive outlook for the current/next day's service. The Mobility Services team also collaborates with the RATP Devs team to continually monitor On-Time Performance to mitigate future service impacts.





IndyGo Access Customer Comments:

For December 2022, IndyGo Access customers are encouraged to contact the customer care center to voice a comment. All comments are investigated and provided to our paratransit contractor to coach employees—the goal is to improve service while delivering safe, reliable, and courteous transportation.

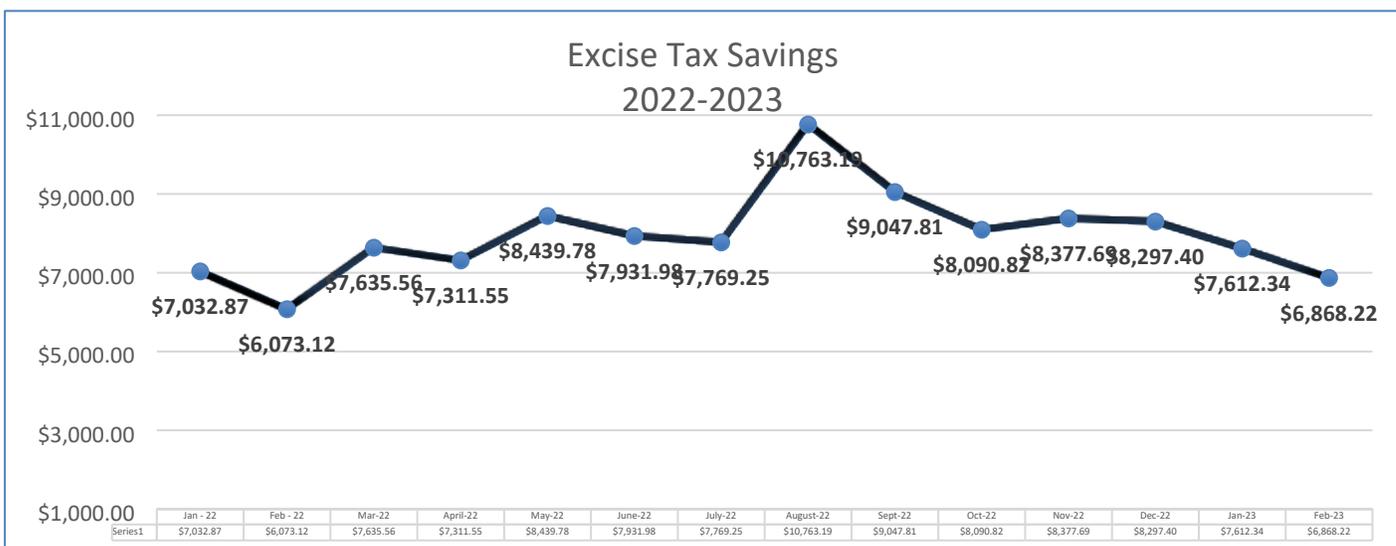
Comment Categories	Number of Comments	Number of Valid Comments
Schedule Adherence	70	55
Fares	15	11
Rules	10	8
Courtesy	6	3
Safety	6	6
Compliment	4	3
Route	2	1
ADA	1	1
Customer Care Center	1	1
Denial	1	1
Request	1	1
UZURV	1	1
Wrong Information Given	1	0
Grand Total	119	92

Schedule Adherence Comments	Number of Comments	Number of Valid Comments
Late Bus	51	43
Extended Ride	8	7
Early Bus	4	1
No Show	3	1
Other	3	3
UZURV No Show	1	0
Grand Total	70	55

WEX Fuel Card Program: The WEX Tax Exemption and Reporting Program have significantly reduced accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes at Federal, state, county, or local levels.

Total 2023 annual savings is \$14,480.56.

February 2023 savings from fuel excise taxes were \$6,868.22 (Fed Taxes = \$3,530.48 and State Taxes = \$3,337.74)



Department of People & Teammate Experience Division Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.
Date: March 23, 2023

Wellness and Teammate Engagement:

- Transit Teammate Appreciation Day was March 15. Teammates joined us at the CTC and 1501 for free food, prizes, and a special gift. The Employee Climate Survey was available to fill out as well <https://forms.office.com/r/kU4KFFLLrC>

Diversity & Inclusion:

- Employee Climate Survey kicked off Wednesday, March 15. It takes 15-20mins to fill out. The information gathered will be crucial in developing our Diversity, Equity, and Inclusion Strategic Plan to improve the teammate experience at IndyGo. Teammates have until April 15 to complete.

Learning & Development:

- Ashia Williams New Training and Development Manager- Friday, March 17th met with Bizlibrary to set up a demonstration for an employee development LMS that is compatible with our Absorb platform.
- Met with leadership partners

Recruitment

- Kick off meeting for the Urban League award for \$240,900 grant to
- Monica White, Recruiter II
- Kelly Maxwell, Recruiter II
 - Open Roles
 - Supplier Diversity Specialist - intake meeting needed
 - Service Quality Specialist- Accepting applicant
 - Connected Vehicle Technician - intake meeting needed
 - Help Desk Technician - intake meeting needed
 - Network Engineer- intake meeting needed
 - Payroll Associate- Candidate prescreening
 - Contract Specialist- Job offer pending
 - Data Business Analyst- - intake meeting needed
 - Mechanic- Defect- Offer accepted 3/15
 - Rejected Roles
 - General Labor- Working with Cody to revamp the JD
 - HR Support Specialist- Working with Latosha to repost
 - Reqs Coming Soon
 - Recruiter (Contract)
 - Human Resource Business Partner
- Alyssa Freeman, Onboarding Specialist 3/13/23

Map

- We are looking into turning the Mentorship for coach operators into an Apprenticeship.
The paperwork has been submitted to the D.O.L. today.

Workforce Development

- Hired intern for the Public Affair Brennan Metcalfe 2/28/23
- IUPUI Field trip scheduled 03/24/23

Benefits:

- New HR Benefits Coordinator starts 03/20/2023

Respectfully submitted,

Denise E. Jenkins-Agurs, MS.Ed.
Chief People Officer



Supplier Diversity Division Report – February 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer Greg Garrett
Date: March 23, 2023

DISCUSSION:

In February 2023, IndyGo obtained 15.02% utilization with minority, women, veteran, and disabled-owned businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration’s Division of Supplier Diversity.

On February 28th, 2023, Supplier Diversity attended the inaugural Indiana Statewide Disadvantaged Business Enterprise Forum at the Indianapolis International Airport. Over 100 people were in attendance for the event. IndyGo presented information about upcoming capital projects to garner increased diverse participation in IndyGo projects. Supplier Diversity connected with eleven (11) firms that do not currently do business with IndyGo. Of those businesses, two (2) were Disadvantaged Business Enterprises (DBEs), two (2) were minority, women, veteran, and disabled-owned businesses, five (5) were dually certified, and two held no certifications. Following the event, two (2) DBE firms registered as vendors in IndyGo’s Procurement Portal.

Supplier Diversity Specialist Courtney Palmer resigned effective March 8, 2023. IndyGo has begun the process of filling the vacancy.

UPDATES/UPCOMING ITEMS:

Supplier Diversity will deliver a Transportation Innovation and Motivation (TIM) Talk on Wednesday, April 12, 2023, to IndyGo employees. TIM talks are one-hour seminars given by IndyGo employees on various topics. Supplier Diversity will present information regarding the importance of the Supplier Diversity program and explain how the department interacts with the different departments throughout IndyGo.

RECOMMENDATION:

Receive the report.

Greg Garrett
Senior Supplier Diversity Officer
DBELO

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